	Single Repo	rting Tool														
Date		Entry # Region	POE District or Office Affected	POE	Other Offi	er on	behalf	Phone # List	Welfare	Hazardous Materials	Diseases	Medical	CBSA	Details / Updates	Continuity Pla	n Event Description
20/05/2007 00 07																Flagpole Pilot Project Rainbow Bridge received a wave of clients "Flagpoling" at midnight. Currently 14 work permits, 8 landings and 6 refugee claims in que.
20/06/2017 08:07	\$1005622	1 Southern Ontario	Niagara District	Rainbow Bridge	MP	:125 no		905-354-6754	no	no	no	no	no	**MAP712 20/06/2017 10:55** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The facilitative workload presently consists of 14 requests for work permits and 6 landings. All of these cases are "flagpole" matters. Primary business includes 6 refugee claimants who are having their eligibility determined. The cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters while continuing to process the facilitation stream. The immigration wait time is not impacting the other areas of the operation at this time, but traffic volumes on the bridge are increasing. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. Clients are being differed from processing facilitative documents at this time. New cases that arrive will also be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing, and focus will be directed to our primary mandate of primary and secondary processing. This SRT will be directed to our primary mandate of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. **TPET120 21/06/2017 02:46*** The wait time for service at the immigration secondary area at the Rainbow Bridge is now below 2 hours as of 2300 hrs. All Six claimants fall under an exception to the Safe Third Country Agreement and have been found eligible to have their claims referred to the Refugee Protection Division. This end the SRT	No	Immigration wait time has exceeded 2 hours.
20/06/2017 10:40	\$1005626	1 Southern Ontario	Niagara District	Rainbow Bridge	МА	712 no		905-354-1440	no	no	no	no	no	**MAP712 21/06/2017 16:53** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The facilitative workload presently consists of 13	No	Immigration Wait Time Has Exceeded 2 Hours
21/06/2017 16:52	\$1005675	1 Southern Ontario	Niagara District	Rainbow Bridge	MA	?712 no		905-354-1440	no	no	по	no	no	requests for work permits. All of these cases are "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our limmigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 21/06/2017 20.41.** The Immigration wait time is now under 2 hours, however our immigration resources are being utilized to process two separate refugee claims. Two immigration see continuing to process the clients who are still in queue however we are still deferring new cases of flagpoles because our recourses are being allocated to the refugee claims as well as processing the current queue of clients. Focus is still being directed to our primary mandate of primary and secondary processing.	No	
22/06/2017 18:07	\$1005701			Rainbow Bridge		230 no		905-354-6754	no	no	no	no	no	**NXL230 22/06/2017 18:12** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 11 requests for work permits, 15 landings, 1 TRP. With the exception of the TRP, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **NXL230 22/06/2017 23:35** The wait time for service at the immigration secondary area at the Rainbow Bridge is now below 2 hours as of 2330hrs. This concludes this SRT	No	immigration Wait Time has exceeded 2 hours

								BJR000 27/06/2017 10:26 The wait time for service at the Immigration Counter at the		Immigration Counter Wait Time
								Rainbow Bridge has exceeded two hours. The workload presently consists of 7 refugee		minigration counter waterinte
								claimants, 32 requests for work permits, and 21 landings. With the exception of the refugee		
								claimants, all other matters are of a [flagpole] nature. Immigration cases are being dealt		
								with using a risk-based triage system with attention being paid to high risk		
								cases/enforcement matters, while continuing to process the facilitation stream.		
								Management is actively engaged in monitoring the wait time, counselling clients, and		
								assigning priority to cases. We will process all clients who are in our queue, but new cases		
								that arrive will be deferred and allowed to proceed on their current status where applicable.		
								Clients are being counselled to apply online through IRCC for processing of facilitative		
								documentation. Traffic volumes are increasing and focus will be directed to our primary		
								mandates of primary and secondary processing. PIL processing is the priority and are		
								currently experiencing a 30 minute delay. This SRT will be updated once our Immigration		
								volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120		
								27/06/2017 18:15** We are currently servicing clients that arrived at 8:23 am this morning.		
								The workload presently consists of 9 refugee claimants, 15 requests for work permits, 9		
								landings, and 1 name hit. With the exception of the refugee claimants, the majority of all		
								matters are of a <code>Iflagpolel</code> nature. Immigration cases are being dealt with using a risk-based		
								triage system with attention being paid to high risk cases/enforcement matters, while		
								continuing to process the facilitation stream. Management is actively engaged in monitoring		
								the wait time, counselling clients, and assigning priority to cases. We will process all clients		
								who are in our queue, but new cases that arrive will be deferred and allowed to proceed on		
								their current status where applicable. Clients are being counselled to apply online through		
						1		IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus		
						1		will be directed to our primary mandates of primary and secondary processing. PIL		
								processing is the priority and are currently experiencing a 20 minute delay. **BJR000		
						1		27/06/2017 20:52** The immigration wait is now under 2 hours. This concludes this SRT.		
27/06/2017 10:25 \$1005797	1 Southern Ontario Niagara	ra District Rainbow Bridge	BJR000 no	905-354-6754 no	no	no no	no		No	
								BJR000 28/06/2017 10:24 The wait time for service at the Immigration Counter at the		Immigration Wait Time
								Rainbow Bridge has exceeded two hours. The workload presently consists of 7 Refugees at		
								the MD stage, 22 requests for work permits, 23 landings, 1 Visitor. With the exception of the		
								refugees, the remainder of these cases are facilitative "flagpole" matters. Immigration cases		
								are being dealt with using a risk-based triage system with attention being paid to high risk		
								cases/enforcement matters, while continuing to process the facilitation stream.		
								Management is actively engaged in monitoring the wait time, counselling clients, and		
								assigning priority to cases. We will process all clients who are in our queue, but new cases		
								that arrive will be deferred and allowed to proceed on their current status where applicable.		
								Clients are being counselled to apply online through IRCC for processing of facilitative		
								documentation. We are currently maintaining a zero border wait time, and PIL is the		
								priority. This SRT will be updated once our Immigration volumes are decreased and we begin		
								providing service for 'flagpole' cases. **BJR000 28/06/2017 12:25** After an assessment of		
								the workload faced by immigration secondary, a reduction in the number of cases to enable		
								a reasonable processing time was implemented. The wait time at immigration secondary still		
								exceeds two hours, however the work load consists of 7 refugees in the MD review, 6 work		
								permits, and 10 landings. With the exception of the refugee processing all are of a flag pole		
								nature. Clients have been counselled to apply through online through IRCC for facilitative		
								documentation. Primary processing is operational priority, and we are currently		
								experiencing a 20 minute border wait time. This SRT will be updated once the immigration		
								wait is under two hours. **BJR000 28/06/2017 20:36** The immigration wait time is now		
								under two hours. Immigration has processed a significant amount of work that was normal		
								port of entry business. This has included 2 section 44 reports, the MD review of 7 claimants		
								from the previous day, and two new claimants. Regular immigration business was placed as		
						1		the priority at secondary, which elongated the wait time for flag poling matters throughout		
						1		the day. Persons presenting themselves for non-flag poling matters were regularly processed		
						1		within service standards. This completes the SRT.		
28/06/2017 10:24 \$1005815	1 Southern Ontario Niagara	a District Rainbow Bridge	BJR000 no	905-354-6754 no	l _{no}			· ·	l _{No}	
23/00/2017 10:24 31003815	1 Journelli Olitario inlagari	A DISTRICT NAMEDOW Bridge	DINUUU INO	202-334-0734 IND	IIIO	The last	IIIO	**MJB003 29/06/2017 08:26** The wait time for service at the Immigration Counter at the	140	Immigration wait times
						1				ininigration wait times
						1		Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for		
								work permits, 23 landings. Immigration cases are being dealt with using a risk-based triage		
						1		system with attention being paid to high risk cases/enforcement matters, while continuing		
								to process the facilitation stream. Management is actively engaged in monitoring the wait		
						1		time, counselling clients, and assigning priority to cases. We will process all clients who are		
						1		in our queue, but new cases that arrive will be deferred and allowed to proceed on their		
						1		current status where applicable. Clients are being counselled to apply online through IRCC		
						1		for processing of facilitative documentation. We are currently maintaining a zero border		
						1		wait time, and PIL is the priority. This SRT will be updated once our Immigration volumes are		
		I			1	1 1	1			
						1 1		decreased and we begin providing service for 'flagpole' cases. **MJB003 29/06/2017		
								decreased and we begin providing service for 'flagpole' cases. **MJB003 29/06/2017 10:25** The immigration wait time is now under two hours. Immigration has processed a		
								10:25** The immigration wait time is now under two hours. Immigration has processed a		
								10:25** The immigration wait time is now under two hours. Immigration has processed a significant amount of work that was normal port of entry business. Regular immigration		
								10:25** The immigration wait time is now under two hours. Immigration has processed a significant amount of work that was normal port of entry business. Regular immigration business was placed as the priority at secondary, which elongated the wait time for flag poling matters throughout the day. Persons presenting themselves for non-flag poling		
29/06/2017 08:20 \$1005832	1 Southern Ontario Niagar.	ra District Rainbow Bridge	MJB003 no	905-354-6754 no	no	no Ino	no	10:25** The immigration wait time is now under two hours. Immigration has processed a significant amount of work that was normal port of entry business. Regular immigration business was placed as the priority at secondary, which elongated the wait time for flag	No	

											JAD001 29/06/2017 11:14 The wait time for service at the Rainbow Bridge's		Immigration Wait Time >/= 2 Hours - Rainbow Bridge - Flagpole
											immigration secondary has again exceeded two hours. The workload consists of 13 flagpole		Mitigation Occurring
											cases and is intersticed by regular line of business activity being referred from the primary		Wittigation Occurring
											inspection line (name hits, background checks and other admissibility examinations).		
											Immigration cases are being dealt with using a risk-based approach. Existing cases are being		
											processed but new flag-pole cases will be deferred or allowed to proceed on their existing		
											status (where applicable). Clients are being counselled to apply online through IRCC for		
											processing of facilitative documentation. We are currently experiencing a building border		
											wait time and are allocating resources to manage that element of the operation. **LXH205		
											29/06/2017 22:43** The wait time for service at the Rainbow Bridge's immigration		
											secondary is currently under two hours. This concludes the SEN.		
29/06/2017 11:01	S1005835	1 Southern Ontario	Niagara District	Rainbow Bridge	JAD001 no	905-354-6754 no	no	no	no	no		No	
											NXL230 04/07/2017 09:35 The wait time for service at the Immigration Counter at the		Immigration wait times exceeded two hours
											Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for		
											work permits, 10 landings and one name hit. With the exception of the name hit, the		
											remainder of these cases are facilitative "flagpole" matters. Immigration cases are being		
											dealt with using a risk-based triage system with attention being paid to high risk		
											cases/enforcement matters, while continuing to process the facilitation stream. The		
											immigration wait time is beginning to impact the staffing in other areas of the operation at		
											this time, as anticipated traffic volumes on the bridge will require the maintaining of		
											additional PIL lines and Bus operations. Management is actively engaged in monitoring the		
											wait time, counselling clients, and assigning priority to cases. We will process all clients who		
											are in our queue, but new cases that arrive will be deferred and allowed to proceed on their		
											current status where applicable. Clients are being counselled to apply online through IRCC		
											for processing of facilitative documentation. Traffic volumes are increasing and focus will be		
											directed to our primary mandates of primary and secondary processing. This SRT will be		
0.4/0.7/0.04.7.00.00			AU BULL		NXL230 no						updated once our Immigration volumes are decreased and we begin providing service for		
04/07/2017 09:30	\$1005948	1 Southern Ontario	Niagara District	Rainbow Bridge	NXL230 no	905-354-6754 no	no	no	no	no	'flagpole' cases.	No	
											NXL230 05/07/2017 10:43 The wait time for service at the Immigration Counter at the		Immigration wait times exceeded two hours
											Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for		
											work permits, 7 landings and three name hits. With the exception of the name hits, the		
											remainder of these cases are facilitative "flagpole" matters. Immigration cases are being		
											dealt with using a risk-based triage system with attention being paid to high risk		
											cases/enforcement matters, while continuing to process the facilitation stream. The		
											immigration wait time is beginning to impact the staffing in other areas of the operation at		
											this time, as anticipated traffic volumes on the bridge will require the maintaining of		
											additional PIL lines, pedestrian walkway and Bus operations. Management is actively		
											engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We		
											will process all clients who are in our queue, but new cases that arrive will be deferred and		
											allowed to proceed on their current status where applicable. Clients are being counselled to		
											apply online through IRCC for processing of facilitative documentation. Traffic volumes are		
											increasing and focus will be directed to our primary mandates of primary and secondary		
											processing. This SRT will be updated once our Immigration volumes are decreased and we		
											begin providing service for 'flagpole' cases. **MJB003 06/07/2017 02:16** The wait times at		
											Immigration is now under 2 hours. currently there are 2 officers processing cases. There are		
											3 facilitative flagpole cases and 2 cases that do not have a Canadian visitor visa. This SRT is		
											now closed		
05/07/2017 10:40	S1005977	1 Southern Ontario	Niagara District	Rainbow Bridge	NXL230 no	905-354-6754 no	no	no	no	no		No	
											SCF700 06/07/2017 10:23 The wait time for service at the Immigration Counter at the		Immigration Wait Time > 2 Hours - Rainbow Bridge
											Rainbow Bridge has exceeded two hours. The workload presently consists of 2 refugee		
											claimants, 29 requests for work permits, 2 study permits and 5 landings. With the exception		
											of the refugee claimants, all other matters are of a flagpole nature. Immigration cases are		
											being dealt with using a risk-based triage system with attention being paid to high risk		
											cases/enforcement matters, while continuing to process the facilitation stream.		
											Management is actively engaged in monitoring the wait time, counselling clients, and		
											assigning priority to cases. We will process all clients who are in our queue, but new cases		
											that arrive will be deferred and allowed to proceed on their current status where applicable.		
											Clients are being counselled to apply online through IRCC for processing of facilitative		
									1		documentation. Focus will be directed to our primary mandates of primary and secondary		
									1		processing. This SRT will be updated once our Immigration volumes are decreased and we		
									1		begin providing service for 'flagpole' cases. **MJB003 07/07/2017 03:24** There is no		
											longer a wait at the immigration counter. This concludes this SRT		
06/07/2017 10:20	S1006002	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no	no	no	no	no		No	
											MAP712 11/07/2017 08:30 The wait time for service at the Rainbow Bridge's		Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation
											Immigration secondary has again exceeded two hours. The workload consists of 26 flagpole		Occurring
											cases and is combined by regular line of business activity being referred from the primary		
											inspection line (name hits, background checks and other admissibility examinations).		
											Immigration cases are being dealt with using a risk-based approach. Existing cases are being		
									1		processed but new flagpole cases will be deferred or allowed to proceed on their existing		
									1		status (where applicable). Clients are being counselled to apply online through IRCC for		
											processing of facilitative documentation. A Superintendent is stationed at the counter and		
											actively monitoring the Immigration Counter and speaking to clients. This SRT will be		
											updated when the wait time is below two hours. **MAP712 11/07/2017 16:37** The		
11/07/2017 00 25	C100C112	1	Ni District	Daimhann Daidea	MAP712 no	905-354-1440 no		1			Immigration wait time for service is now below two hours. This concludes the SRT.	_{N-}	
11/07/2017 08:26	121000117	1 Southern Ontario	iviagara District	Rainbow Bridge	INIAP/12 Ino	1905-354-1440 NO	Ino	luο	Ino	Ino	1	INO	T I

						SCF700 12/07/2017 10:28 The wait time for service at the Rainbow Bridge Immigration secondary has again exceeded two hours. The workload consists of 25 flagpole cases and is combined by regular line of business activity being referred from the primary inspection line (name hits, background checks and other admissibility examinations). Immigration cases are being dealt with using a risk-based approach. Existing cases are being processed but new		Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation Occurring
						flagpole cases will be deferred or allowed to proceed on their existing status (where applicable). Clients are being counselled to apply online through IRCC for processing of facilitative documentation. A Superintendent is stationed at the counter and actively monitoring the Immigration Counter and speaking to clients. This SRT will be updated when		
12/07/2017 10:26 \$1006134	1 Southern Ontario Niagara District	Rainbow Bridge SCF700	no 905-354-6754 no	no no	no no	the wait time is below two hours. **TPF120 12/07/2017 23:30** The Immigration wait time at Rainbow Bridge is now under 2 hours. This concludes this SRT	No	
						SCF700 13/07/2017 08:28 The wait time for service at the Rainbow Bridge Immigration secondary has again exceeded two hours. The workload consists of 23 flagpole cases (18 work permits and 5 landings) and is combined by regular line of business activity being		Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation Occurring
						referred from the primary inspection line (name hits, background checks and other admissibility examinations). Immigration cases are being dealt with using a risk-based approach. Existing cases are being processed but new flagpole cases will be deferred or allowed to proceed on their existing status (where applicable). Clients are being counselled		
						to apply online through IRCC for processing of facilitative documentation. A Superintendent is stationed at the counter and actively monitoring the Immigration Counter and speaking to clients. This SRT will be updated when the wait time is below two hours. **TPF:120		
13/07/2017 08:26 \$1006158	1 Southern Ontario Niagara District	Rainbow Bridge SCF700	no 905-354-6754 no	no no	no no	13/07/2017 18:33** The Immigration wait time at the Rainbow Bridge is now under 2 hrs. This concludes the SRT	No	
						LXH205 18/07/2017 09:13 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 6 landings and one name hit. In addition, one refugee case is being processed.		Immigration wait times exceeded two hours
						With the exception of the name hits, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with		
						attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing in other areas of the operation at this time, as anticipated traffic volumes on the bridge will require		
						the maintaining of additional PIL lines, pedestrian walkway and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and		
						assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable.		
						Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our		
18/07/2017 09:12 \$1006286	1 Southern Ontario Niagara District	Rainbow Bridge LXH205	no 905-354-6754 no	no no	no no	Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 18/07/2017 22:54** The wait time at the immigration counter is less than 2 hrs. SRT closed.	No	
15/07/2517 63:12 31665250	2 Southern Strain Magara Statistic	Number Bridge	303 334 0734 110			**IADO01 18/07/2017 17:56** At 1745hrs a national made a claim for refugee protection at the Rainbow Bridge		National Claimant at Rainbow Bridge
						1		
18/07/2017 17:44 S1006297	1 Southern Ontario Niagara District	Rainbow Bridge JAD001	no 905-354-6754 no	no no	no no	· · · · · · · · · · · · · · · · · · ·	No	Character Otto Darket Landing County Militaria, Web Turk
						JAD001 19/07/2017 08:24 The wait time for service in immigration secondary at the Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative flagpole cases who were waiting on the bridge deck. Port management has become aware		Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time >2 Hours
						that all individuals who are currently being processed had been waiting on the bridge deck since 5am (arriving at PIL at 7:45am). The earliest arrivals to queue up on the bridge deck		
						arrived at 3:10am. It is not anticipated that flagpole cases will be accepted in the immediate future at this location - individuals are being counselled to apply for service through IRC. Standard resources are being dedicated to immigration processing in order to maintain a		
						standard resources are being dedicated to immigration processing in order to maintain a balanced operation. One refugee claimant (from yesterday) is still being processed. **JAD001 19/07/2017 18:32** The wait time at the Rainbow Bridge port of entry for		
						immigration service is below 2 hours. Due to the number of existing cases in the queue, flagpole mitigation efforts will continue and persons seeking service after flag poling will be		
19/07/2017 08:15 \$1006305	1 Southern Ontario Niagara District	Rainbow Bridge JAD001	no 905-354-6754 no	no no	no no	advised to seek service through IRCC either online or by making an appointment wherever possible. This SEN is closed.	No	

										DAW706 20/07/2017 08:09 The wait time for service in immigration secondary at the		Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time
										Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative		>2 Hours
										flagpole cases who were waiting on the bridge deck. Port management has become aware		22 Hours
										that all individuals who are currently being processed had been waiting on the bridge deck		
										since 2:10am (arriving at PIL at 7:45am). The earliest arrivals to queue up on the bridge deck		
										arrived at 2:00am. It is not anticipated that flagpole cases will be accepted in the immediate		
										future at this location - individuals are being counselled to apply for service through IRCC.		
										Standard resources are being dedicated to immigration processing in order to maintain a		
/ /		I								balanced operation **TPF120 20/07/2017 20:02** The current Immigration wait time is now	l	
20/07/2017 08:01 \$1006334	1 Southern Ontario	Niagara District	Rainbow Bridge	DAW706 no	905-354-6754 no	no	no	no	no	under 2 hours. This concludes this SRT	No	
										DAW706 25/07/2017 08:25 The wait time for service in immigration secondary at the		Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time
										Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative		>2 Hours
										flagpole cases who were waiting on the bridge deck. It is not anticipated that flagpole cases		
										will be accepted in the immediate future at this location - individuals are being counselled to		
										apply for service through IRCC. Standard resources are being dedicated to immigration		
25/07/2017 08:22 \$1006437	1 Southern Ontario	Niagara District	Rainbow Bridge	DAW706 no	905-354-6754 no	no	no	no	no	processing in order to maintain a balanced operation	No	
										DAW706 26/07/2017 08:07 The wait time for service in immigration secondary at the		Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time
										Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative		>2 Hours
										flagpole cases who were waiting on the bridge deck. It is not anticipated that flagpole cases		
										will be accepted in the immediate future at this location - individuals are being counselled to		
										apply for service through IRCC. Standard resources are being dedicated to immigration		
26/07/2017 08:05 \$1006465	1 Southern Ontario	Niagara District	Rainbow Bridge	DAW706 no	905-354-6754 no	no	no	no	no	processing in order to maintain a balanced operation	No.	
=3, 5.7, 25.5					100000000000000000000000000000000000000					**NXL230 27/07/2017 08:42** The wait time for service at the Immigration Counter at the		Immigration wait times exceeded two hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for		minigration wait times exceeded two nodes
										work permits, 10 landings and two name hits. With the exception of the name hits, the		
										remainder of these cases are facilitative "flagpole" matters. Immigration cases are being		
										dealt with using a risk-based triage system with attention being paid to high risk		
										cases/enforcement matters, while continuing to process the facilitation stream. The		
										immigration wait time is beginning to impact the staffing in other areas of the operation at		
										this time, as anticipated traffic volumes on the bridge will require the maintaining of		
										additional PIL lines, pedestrian walkway and Bus operations. Management is actively		
										engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We		
										will process all clients who are in our queue, but new cases that arrive will be deferred and		
										allowed to proceed on their current status where applicable. Clients are being counselled to		
										apply online through IRCC for processing of facilitative documentation. Traffic volumes are		
										increasing and focus will be directed to our primary mandates of primary and secondary		
										processing. This SRT will be updated once our Immigration volumes are decreased and we		
										begin providing service for 'flagpole' cases.		
27/07/2017 08:32 \$1006486	1 Southern Ontario	Niagara District	Rainbow Bridge	NXL230 no	905-354-6754 no	no	l _{no}	l _{no}	l _{no}	begin providing service for magpole cases.	No	
27/07/2017 00:32 31000-00	1 Journal of Carlo	Magara District	Kambow Bridge	IVAEZSO IIIO	303 334 0734 110	110	110	110	110	**SCF700 01/08/2017 12:02** The wait time for service at the Rainbow Bridge Immigration	140	Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation
										secondary has exceeded two hours. The workload consists of 14 flagpole cases (2 work		Occurring
										permits and 12 landings) and is combined by regular line of business activity being referred		
										from the primary inspection line (name hits, background checks and other admissibility		
										examinations). We also have one ongoing refugee case being processed by the examining		
										officer. Immigration cases are being dealt with using a risk-based approach. Existing cases		
						1		- 1		are being processed but new flagpole cases will be deferred or allowed to proceed on their		
					[[1	- 1	1		existing status (where applicable). Clients are being counselled to apply online through IRCC		
						1		- 1		for processing of facilitative documentation. A Superintendent is stationed at the counter		
							- 1			and actively monitoring the Immigration Counter and speaking to clients. Traffic on the		
										bridge is building as well as traffic on the pedestrian walk. This SRT will be updated when the		
										wait time is below two hours. **SCF700 01/08/2017 19:42** The immigration wait time is		
										now under 2 hours. SRT closed.		
01/08/2017 11:56 \$1006607	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no	no	no	no	no	now under 2 hours, sitt closed.	No	
. ,							-			**NXL230 02/08/2017 13:30** The wait time for service at the Rainbow Bridge Immigration		Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation
					[[1	- 1	1		secondary has exceeded two hours. The workload consists of 8 flagpole cases (6 work		Occurring
						1		1		permits and 2 landings) and is combined by regular line of business activity being referred		
						1		1				
					[[1	- 1	1		from the primary inspection line totalling 15 (name hits, background checks and other		
						1		1		admissibility examinations). We also have two ongoing refugee case being processed by the		
						1		1		examining officers. Immigration cases are being dealt with using a risk-based approach.		
							- 1			Existing cases are being processed but new flagpole cases will be deferred or allowed to		
					[[1	- 1	1		proceed on their existing status (where applicable). Clients are being counselled to apply		
						1		1		online through IRCC for processing of facilitative documentation. A Superintendent is		
					[[1	- 1	1		stationed at the counter and actively monitoring the Immigration Counter and speaking to		
						1		1		clients. Traffic on the bridge is building as well as traffic on the pedestrian walk. This SRT will		
							- 1			be updated when the wait time is below two hours.		
02/08/2017 13:27 \$1006635	1 Southern Ontario	Niagara District	Rainbow Bridge	NXL230 no	905-354-6754 no	no	no	no	no		No	

								NXL230 08/08/2017 10:03 The wait time for service at the Immigration Counter at the		Immigration wait times exceeded two hours
								Rainbow Bridge has exceeded two hours. The workload presently consists of 5 requests for		minigration wate times exceeded two nodes
								work permits, 6 study permits, 10 landings and three name hits. With the exception of the		
								name hits, the remainder of these cases are facilitative "flagpole" matters. Immigration		
								cases are being dealt with using a risk-based triage system with attention being paid to high		
								risk cases/enforcement matters, while continuing to process the facilitation stream. The		
								immigration wait time is beginning to impact the staffing in other areas of the operation at		
								this time, as traffic volume on the bridge is requiring additional PIL lines, pedestrian walkway		
								and Bus operations has been higher than normal. Management is actively engaged in		
								monitoring the wait time, counselling clients, and assigning priority to cases. We will process		
								all clients who are in our queue, but new cases that arrive will be deferred and allowed to		
								proceed on their current status where applicable. Clients are being counselled to apply		
								online through IRCC for processing of facilitative documentation. Traffic volumes are		
								increasing and focus will be directed to our primary mandates of primary and secondary		
								processing. This SRT will be updated once our Immigration volumes are decreased and we		
								begin providing service for 'flagpole' cases. **TPF120 08/08/2017 16:31** The current		
								Immigration wait time is now under 2 hrs. This concludes this SRT		
08/08/2017 09:56 \$1006769	1 Southern Ontario Niagar	ra District Rainbow Bridge	NXL230 no	905-354-6754 no	no	no no	no		No	
								JAD001 10/08/2017 12:01 The wait for service at the immigration secondary area at the		Immigration Secondary Wait >2 hours at Rainbow Bridge
								Rainbow Bridge is presently above two hours. The wait is due exclusively to "flagpole" cases		
								from this morning (seeking permanent residency or work permits), 7 refugee claimants, and		
								an ongoing arrest for an outstanding immigration warrant. The wait time is being mitigating		
								by enacting SOP's in place for immigration peak-period mitigation (i.e. allowing individuals		
								into Canada on existing status or allowing entry for further examination). Existing and new		
								non-flagpole cases are being risk-managed to allow a focus on security related cases.		
10/08/2017 11:48 S1006818	1 Southern Ontario Niagar	ra District Rainbow Bridge	JAD001 no	905-354-6754 no	no	no no	no		No	
								BJR000 15/08/2017 08:58 The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeding 2 hours.
								Rainbow Bridge has exceeded two hours. The workload presently consists of 2 requests for		
								work permits, and 21 landings. All of these cases are facilitative "flagpole" matters.		
								Immigration cases are being dealt with using a risk-based triage system with attention being		
								paid to high risk cases/enforcement matters when presented, while continuing to process		
								the facilitation stream. There is currently limited traffic on the bridge, however this is		
								anticipated to pick up later in the day. Management is actively engaged in monitoring the		
								wait time, counselling clients, and assigning priority to cases. We will process all clients who		
								are in our queue, but new cases that arrive will be deferred and allowed to proceed on their		
								current status where applicable. Clients are being counselled to apply online through IRCC		
								for processing of facilitative documentation. As traffic volumes increase the focus will be		
								directed to our primary mandates of primary and secondary processing. This SRT will be		
								updated once our Immigration volumes are decreased and we begin providing service for		
								'flagpole' cases. **BJR000 15/08/2017 12:19** Immigration wait time is now under 2 hours.		
								Flagpoles will again be accepted for processing.		
15/08/2017 08:54 S1006922	1 Southern Ontario Niagar	ra District Rainbow Bridge	BJR000 no	905-354-6754 no	lno l	no no	no	Truggeries will again be decepted for processing.	No	
20,00,202,000		Training training	53,1000	000 001 010 110				**HVM000 16/08/2017 10:27** The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours. Currently 8 cases in
								Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for		queue with immigration staffing levels at a minimum, given traffic
								work permits/landings and 1 name hit. All but 1 of these cases are facilitative "flagpole"		volumes and multiple refugee cases ongoing. Updates to follow.
								matters. Immigration cases are being dealt with using a risk-based triage system with		
								attention being paid to high risk cases/enforcement matters when presented, while		
								continuing to process the facilitation stream. We will process all clients who are in our		
								queue, but new cases that arrive will be deferred and allowed to proceed on their current		
								status where applicable. Clients are being counselled to apply online through IRCC for		
								processing of facilitative documentation. **LXH205 16/08/2017 23:31** The current wait		
								time at the Immigration counter is now below 2 hours. This concludes the SRT.		
16/08/2017 10:20 S1006952	1 Southern Ontario Niagar	ra District Rainbow Bridge	HVM000 no	905-354-6754 no	no	no no	no		No	
								DAW706 22/08/2017 09:17 The wait time for service at the Immigration Counter at the		Immigration Wait Time > 2 Hours - Rainbow Bridge
								Rainbow Bridge has exceeded two hours. The workload presently consists 21 requests for		
								work permits, 2 study permits and 5 landings ther matters are of a flagpole nature.		
								Immigration cases are being dealt with using a risk-based triage system with attention being		
								paid to high risk cases/enforcement matters, while continuing to process the facilitation		
								stream. Management is actively engaged in monitoring the wait time, counselling clients,		
								and assigning priority to cases. We will process all clients who are in our queue, but new		
								cases that arrive will be deferred and allowed to proceed on their current status where		
								applicable. Clients are being counselled to apply online through IRCC for processing of		
								facilitative documentation. Focus will be directed to our primary mandates of primary and		
								secondary processing. This SRT will be updated once our Immigration volumes are decreased		
								and we begin providing service for 'flagpole' cases **LXH205 23/08/2017 01:39** The wait		
	الله المالية	B		005 054 5754				time at the Immigration counter is below 2 hours. This concludes the SRT.		
22/08/2017 09:14 \$1007097	1 Southern Ontario Niagar	ra District Rainbow Bridge	DAW706 no	905-354-6754 no	[IIO	по по	no		NO	

HVM000 23/08/2017 08:31 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for work permits, and 16 landings and 3 study permits. All of these cases are facilitative	times access to the basis
Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for	HILLES EXCERCITIVO DOLLES
	times exceed two nodes
"flagpole" matters. Immigration cases are being dealt with using a risk-based triage system	
with attention being paid to high risk cases/enforcement matters when presented, while	
continuing to process the facilitation stream. There is currently limited traffic,	
Continuing to Unicota the last metal and the state of the	
inowever into a functionate to Dip k, wantagements to a sturvey engage on monitoring the wait time, counselling idents, and assigning priority to cases. We will process	
all clients who are in our queue, but new cases that arrive will be deferred and allowed to	
proceed on their current status where applicable. Clients are being counselled to apply	
online through IRCC for processing of facilitative documentation. **SCF700 23/08/2017	
23/08/2017 08:30 S1007136 Southern Ontario Niagara District Rainbow Bridge HVM000 no no no no no spr_closed	
	time has exceeded two hours
Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for	
work permits, and 3 landings and 2 visitor records. All of these cases are facilitative	
"flagpole" matters. Immigration cases are being dealt with using a risk-based triage system	
with attention being paid to high risk cases/enforcement matters when presented, while	
continuing to process the facilitation stream. There is currently limited traffic on the bridge,	
however this is anticipated to pick up later in the day. Management is actively engaged in	
monitoring the wait time, counselling clients, and assigning priority to cases. We will process	
all clients who are in our queue, but new cases that arrive will be deferred and allowed to	
proceed on their current status where applicable. Clients are being counselled to apply	
online through IRCC for processing of facilitative documentation. **SCF700 24/08/2017	
21:26** The wait time for service at the Immigration Counter is now below 2 hours. SRT is	
24/08/2017 10:23 S1007164 1 Southern Ontario Niagara District Rainbow Bridge HVM000 no 905-354-6754 no no no no no closed.	
BJR000 29/08/2017 08:09 The wait time for service at the Immigration Counter at the Immigration Wait	Time
Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for	
work permits, 7 landings, 1 Study Permit, and 2 Visitor Records, All of the cases are	
facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based	
triage system with attention being paid to high risk cases/enforcement matters, while	
continuing to process the facilitation stream. Management is actively engaged in monitoring	
the wait time, counselling clients, and assigning priority to cases. We will process all clients	
who are in our queue, but new cases that arrive will be deferred and allowed to proceed on	
their current status where applicable. Clients are being counselled to apply online through	
IRCC for processing of facilitative documentation. As traffic volumes are increase and focus	
will be directed to our primary mandates of primary and secondary processing. This SRT will	
be updated once our Immigration volumes are decreased and we begin providing service for	
'flagpole' cases. **BJR000 29/08/2017 13:18** The current wait time is now under 2 hours.	
We will resume in the processing of flag poling matters at this time. Please consider this SRT	
now closed.	
29/08/2017 08:07 S1007277 1 Southern Ontario Niagara District Rainbow Bridge BJR000 no 905-354-6754 no no no no no no no n	
	t Time has exceeded 2 hours
Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for	Time has exceeded 2 hours
National or the control of the cases are facilitative and the control of the cases are facilitative "fagpole"	
work period and a state of the cases are real reases are activative traggore matters. Immigration cases are the cases are real reases are active to the cases are real reases are active to the cases are real reases are considered to the cases are real reases are real reases. The cases are real reases are real reases are reases are reases are reases. The cases are reases are reases are reases are reases are reases are reases. The cases are reases are reases are reases are reases are reases are reases. The reases are reases are reases are reases are reases are reases are reases. The reases are reases are reases are reases are reases are reases are reases. The reases are reases. The reases are reases. The reases are reases. The reases are rea	
attention being paid to high risk cases/enforcement matters, while continuing to process the	
facilitation stream. Management is actively engaged in monitoring the wait time, counselling	
clients, and assigning priority to cases. We will process all clients who are in our queue, but	
new cases that arrive will be deferred and allowed to proceed on their current status where	
applicable. Clients are being counselled to apply online through IRCC for processing of	
facilitative documentation. As traffic volumes are increase and focus will be directed to our	
primary mandates of primary and secondary processing. This SRT will be updated once our	
Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
29/08/2017 16:07 S1007292 1 Southern Ontario Niagara District Rainbow Bridge SCF700 no 905-354-6754 no no no no no no no n	
NXL230 31/08/2017 08:20 The wait time for service at the Immigration Counter at the Immigration Wait	t Time has exceeded 2 hours
Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for	
work permits, 15 landings and 1 Study Permit. All of the cases are facilitative "flagpole"	
matters. Immigration cases are being dealt with using a risk-based triage system with	
attention being paid to high risk cases/enforcement matters, while continuing to process the	
facilitation stream. Management is actively engaged in monitoring the wait time, counselling	
dients, and assigning priority to cases. We will process all clients who are in our queue, but	
unities, and assignate where the control of the con	
applicable. Clients are being counselled to apply online through IRCC for processing of	
facilitative documentation. As traffic volumes are increase and focus will be directed to our	
primary mandates of primary and secondary processing. This SRT will be updated once our	
31/08/2017 08:18 S1007315 Southern Ontario Niagara District Rainbow Bridge NL(230 no 0.905-354-6754 no no no no no no no n	
31/08/2017 08:18 \$1,007315 1 Southern Ontario Niagara District Rainbow Bridge NXL230 no 905-354-6754 no no no no no no no n	

							HVM000 05/09/2017 08:21 The wait time for service at the Immigration Counter at the		Immigration wait time exceeds 2 hours
							Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for		
							work permits, 6 landings and 5 Study Permits. All of the cases are facilitative "flagpole"		
							matters. Immigration cases are being dealt with using a risk-based triage system with		
							attention being paid to high risk cases/enforcement matters, while continuing to process the		
							facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
							clients, and assigning priority to cases. We will process all clients who are in our queue, but		
							new cases that arrive will be deferred and allowed to proceed on their current status where		
							applicable. Clients are being counselled to apply online through IRCC for processing of		
							facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our		
							Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
							SCF700 05/09/2017 21:37 The wait time is less than two hours. SRT closed		
05/09/2017 08:18 \$1007408	1 Southern Ontario Niagara District	Rainbow Bridge	HVM000 no	905-354-6754 no no	no	no no	The wait time is less than two flours. Sixt closed	No	
							NXL230 06/09/2017 08:26 The wait time for service at the Immigration Counter at the		Immigration wait times exceeded two hours
							Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for		
							landing, 4 work permit requests, 2 study permit requests and two name hits. With the		
							exception of the name hits, the remainder of these cases are facilitative "flagpole" matters.		
							Immigration cases are being dealt with using a risk-based triage system with attention being		
							paid to high risk cases/enforcement matters, while continuing to process the facilitation		
							stream. Management is actively engaged in monitoring the wait time, counselling clients,		
							and assigning priority to cases. We will process all clients who are in our queue, but new		
							cases that arrive will be deferred and allowed to proceed on their current status where		
							applicable. Clients are being counselled to apply online through IRCC for processing of		
							facilitative documentation. Traffic volumes are increasing and focus will be directed to our		
							primary mandates of primary and secondary processing. This SRT will be updated once our		
							Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
							BJR000 06/09/2017 10:01 The immigration wait time is now under 2 hours. We will now		
							begin to accept flagpole applications within our operational capacity. Please consider this		
							SRT now closed.		
06/09/2017 08:19 \$1007431	1 Southern Ontario Niagara District	Rainbow Bridge	NXL230 no	905-354-6754 no no	no	no no		No	
							BJR000 06/09/2017 17:05 The wait time for service at the Immigration Counter at the		Immigration Wait Time
							Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for		
							landing, 7 work permit requests, 2 study permit requests, 3 refugee claimants, and 1 other		
							matter. The majority of these matters are facilitative "flagpole" matters. Immigration cases		
							are being dealt with using a risk-based triage system with attention being paid to high risk		
							cases/enforcement matters, while continuing to process the facilitation stream.		
							Management is actively engaged in monitoring the wait time, counselling clients, and		
							assigning priority to cases. We will process all clients who are in our queue, but new cases		
							that arrive will be deferred and allowed to proceed on their current status where applicable.		
							Clients are being counselled to apply online through IRCC for processing of facilitative		
							documentation. Traffic volumes are increasing and focus will be directed to our primary		
							mandates of primary and secondary processing. This SRT will be updated once our		
							Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
06/09/2017 17:01 \$1007444	1 Southern Ontario Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no no	no	no no	**SCF700 06/09/2017 22:46** The wait time at the Immigration counter is less than 2 hours. SRT closed.	No	
00/03/2017 17:01 32007 444	2 Southern Sharlo Hagara District	numbon bridge	Bancoc Inc	363 334 6734 116 116	110	110	**DXW156 07/09/2017 08:43** The wait time for service at the Immigration Counter at the	140	The wait time for service at the Immigration Counter at the Rainbow
							Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for		Bridge has exceeded two hours.
							landing and 7 work permit requests. All of these matters are facilitative "flagpole" matters.		bridge rids exceeded two flours.
							Immigration cases are being dealt with using a risk-based triage system with attention being		
							paid to high risk cases/enforcement matters, while continuing to process the facilitation		
							stream. Management is actively engaged in monitoring the wait time, counselling clients,		
							and assigning priority to cases. We will process all clients who are in our queue, but new		
							cases that arrive will be deferred and allowed to proceed on their current status where		
							applicable. Clients are being counselled to apply online through IRCC for processing of		
							facilitative documentation. Traffic volumes are increasing and focus will be directed to our		
							primary mandates of primary and secondary processing. This SRT will be updated once our		
							Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
							DXW156 07/09/2017 14:03 The wait time at the Immigration counter is now below 2		
							hours and we have resumed processing of flag pole clients.		
07/09/2017 08:34 \$1007450	1 Southern Ontario Niagara District	Rainbow Bridge	DXW156 no	905-354-6754 no no	no	no no	now some we have resumed processing or mag pore circus.	No	
							DAW706 12/09/2017 08:26 Current staffing levels consist of 19 BSOs, and 5 BSOs are		Presently, the service wait time at the Immigration counter has
							assigned to Immigration counter. No delay of traffic. No Network performance issues have		exceeded 2 hours. There are currently 27 cases waiting to be
							been identified with GCMS. Superintendents are triaging waiting clients and fast tracking		processed. Current cases include 10 x landings, 11 x work permits and
							simple cases. Control measures are in place for subjects awaiting examination. Requests for		the 9 seeking study permits. Updates to follow.
							Criminality Checks are being conducted by Secondary BSOs. **BJR000 12/09/2017 17:01**		
							The wait time at Immigration secondary is now under 2 hours. We have resumed accepting		
							flagpole applications, and will so until we reach our operational capacity. Please consider		
							this SRT now closed. **DAW706 12/09/2017 18:00** Current immigration wait times are		
							under 2 hours and are being processed as they arrive. SRT is closed.		
	1 Southern Ontario Niagara District	Rainbow Bridge	DAW706 no	905-354-6754 no no	Ino	Ino Ino		No	
12/09/2017 08:13 \$1007541	1 Southern Ontario Magara District				1.12	1			

										NXL230 19/09/2017 08:48 The wait time for service at the Immigration Counter at the	Immigration Wait Time has exceeded 2 hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for	iningration waterine has exceeded 2 hours
										work permits, 15 landings. All of the cases are facilitative "flagpole" matters. Immigration	
										cases are being dealt with using a risk-based triage system with attention being paid to high	
										risk cases/enforcement matters, while continuing to process the facilitation stream.	
										Management is actively engaged in monitoring the wait time, counselling clients, and	
										assigning priority to cases. We will process all clients who are in our queue, but new cases	
										that arrive will be deferred and allowed to proceed on their current status where applicable.	
										Clients are being counselled to apply online through IRCC for processing of facilitative	
										documentation. As traffic volumes are increase and focus will be directed to our primary	
										mandates of primary and secondary processing. This SRT will be updated once our	
										Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
										NXL230 19/09/2017 14:49 Immigration wait time is now below 2 hours. This SRT is	
19/09/2017 08:45	S1007662	1 Southern Ontario Niagara District	Rainbow Bridge	NXL230 no	905-354-6754 no	no	no	no	no	closed. No	
										DXW156 20/09/2017 08:46 The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours.
										Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for	Maria
										work permits, 12 landings and 3 study permits. All of the cases are facilitative "flagpole"	
										matters. Immigration cases are being dealt with using a risk-based triage system with	
										attention being paid to high risk cases/enforcement matters, while continuing to process the	
							1			facilitation stream. Management is actively engaged in monitoring the wait time, counselling	
										clients, and assigning priority to cases. We will process all clients who are in our queue, but	
										new cases that arrive will be deferred and allowed to proceed on their current status where	
							1			applicable. Clients are being counselled to apply online through IRCC for processing of	
										facilitative documentation. As traffic volumes are increase and focus will be directed to our	
							1			primary mandates of primary and secondary processing. This SRT will be updated once our	
										Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
										DXW156 20/09/2017 16:41 The Immigration wait time is now under two hours.	
20/09/2017 08:44	\$1007699	1 Southern Ontario Niagara District	Rainbow Bridge	DXW156 no	905-354-6754 no	lno.	lno.	l _{no}	lno.	Processing of "flag pole" clients has resumed.	
20/09/2017 08:44	31007666	1 Southern Ontario Magara District	Kallibow Bridge	DAW136 110	903-334-6734 110	110	110	110	110	NO NO CONTRACTOR CONTR	1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
										LXH205 21/09/2017 09:02 The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours.
										Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for	
										work permits and 11 landings. All of the cases are facilitative "flagpole" matters.	
										Immigration cases are being dealt with using a risk-based triage system with attention being	
										paid to high risk cases/enforcement matters, while continuing to process the facilitation	
										stream. Management is actively engaged in monitoring the wait time, counselling clients,	
										and assigning priority to cases. We will process all clients who are in our queue, but new	
										cases that arrive will be deferred and allowed to proceed on their current status where	
										applicable. Clients are being counselled to apply online through IRCC for processing of	
										facilitative documentation. As traffic volumes are increase and focus will be directed to our	
										primary mandates of primary and secondary processing. This SRT will be updated once our	
							l l			Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
21/09/2017 08:59										Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below	
	S1007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no		
	S1007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below	Immigration wait time has exceeded 2 hours
	S1007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed.	Immigration wait time has exceeded 2 hours
	\$1007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. No ***HVM000 26/09/2017 08:04** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on	Immigration wait time has exceeded 2 hours
	\$1007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. **HVM000 26/09/2017 08:04** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter	Immigration wait time has exceeded 2 hours
	S1007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is close 1. No **HVM000 26/09/2017 08:04** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for	Immigration wait time has exceeded 2 hours
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	\$1007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. No ***HYM000 26/09/2017 08:04** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We	Immigration wait time has exceeded 2 hours
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	51007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. No **HVM000 26/09/2017 08:04** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary	Immigration wait time has exceeded 2 hours
	51007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JAD001.21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. No **HVM000.26/09/2017 08:40** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our immigration volumes are decreased and we	Immigration wait time has exceeded 2 hours
	51007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. **HVM000 26/09/2017 08:40** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIRO00 26/09/2017 19:51** The wait time at	Immigration wait time has exceeded 2 hours
	51007711	1 Southern Ontario Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JADO01 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. No **HVM000 26/09/2017 08:04** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 26/09/2017 19:51** The wait time at the immigration counter is now under 2 hours. We have resumed receiving flagpole	Immigration wait time has exceeded 2 hours
36/09/2017 27-7-7						no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. **HVM000 26/09/2017 08:40** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIRO00 26/09/2017 19:51** The wait time at	Immigration wait time has exceeded 2 hours
26/09/2017 07:55		Southern Ontario Niagara District Southern Ontario Niagara District	Rainbow Bridge Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. **HYM000 26/09/2017 08:40** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIROOU 26/09/2017 19:51** The wait time at the immigration counter is now under 2 hours. We have resumed receiving flagpole applications and will do so while operationally viable. This concludes this SRT.	
26/09/2017 07:55						no	no	no	no	**JAD001.21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. No **HVM000.26/09/2017 08:04** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BiR000 26/09/2017 19:51** The wait time at the immigration counter is now under 2 hours. We have resumed receiving flagpole applications and will do so while operationally viable. This concludes this SRT. No **MJB003 26/09/2017 08:51**	Immigration wait time has exceeded 2 hours national seeking refugee protection
26/09/2017 07:55						no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. No **HVM000 26/09/2017 08:04** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIR000 26/09/2017 19:51** The wait time at the immigration counter is now under 2 hours. We have resumed receiving flagpole applications and will do so while operationally viable. This concludes this SRT. **MJB003 26/09/2017 08:51** nationals arrived via the pedestrian walk and made a refugee claim. Initial indication is that interpreter	
26/09/2017 07:55						no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. **HVM000 26/09/2017 08:04** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIRO00 26/09/2017 19:51** The wait time at the immigration counter is now under 2 hours. We have resumed receiving flagpole applications and will do so while operationally viable. This concludes this SRT. No **MJB003 26/09/2017 08:51** nationals arrived via the pedestrian walk and interpreter required. An EO will be assigned at 1000. we currently have 15 flagpole cases. Update to	
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26/09/2017 07:55 26/09/2017 08:46	\$1007798					no	no	no	no	**JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed. **HVM000 26/09/2017 08:04** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIRO00 26/09/2017 19:51** The wait time at the immigration counter is now under 2 hours. We have resumed receiving flagpole applications and will do so while operationally viable. This concludes this SRT. No **MJB003 26/09/2017 08:51** nationals arrived via the pedestrian walk and interpreter required. An EO will be assigned at 1000. we currently have 15 flagpole cases. Update to	

													HVM000 27/09/2017 08:17 The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours.
													Rainbow Bridge has exceeded two hours. There are only five immigration trained BSOs on		8
													shift for the day. The workload of flagpole cases currently in queue consists of 28 requests		
													for either work permits, landings or study permits. Immigration cases are being dealt with		
													using a risk-based triage system with attention being paid to high risk cases/enforcement		
													matters, while continuing to process the facilitation stream. Management is actively		
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													processing. This SRT will be updated once our Immigration volumes are decreased and we		
													begin providing service for 'flagpole' cases. **SCF700 27/09/2017 20:26** The wait time for		
													service at the Immigration Counter is less than 2 hours. SRT closed.		
27/09/2017 07:53	S1007820	1 Southern Ontario	Niagara District	Rainbow Bridge	HVM000 n	ю	905-354-6754	no	no	no	no	no		No	
,,													**SCF700 28/09/2017 08:19** The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours.
													Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		minigration wate time has exceeded 2 hours.
		1						1					consists of 29 requests for either work permits, landings or study permits. Immigration cases		
		1						1							
		1											are being dealt with using a risk-based triage system with attention being paid to high risk		
1		1											cases/enforcement matters, while continuing to process the facilitation stream.		
		1											Management is actively engaged in monitoring the wait time, counselling clients, and		
1		1						1					assigning priority to cases. We will process all clients who are in our queue, but new cases		
													that arrive will be deferred and allowed to proceed on their current status where applicable.		
													Clients are being counselled to apply online through IRCC for processing of facilitative		
													documentation. As traffic volumes are increase and focus will be directed to our primary		
													mandates of primary and secondary processing. This SRT will be updated once our		
													Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
28/09/2017 08:11	\$1007842	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700 n		905-354-6754	lno.	no	l _{no}	no	no.	infining attorn volumes are decreased and we begin providing service for magpole cases.	No	
20/03/2017 00.11	31007042	1 Southern Ontario	Wagara District	Italiibow bridge	301700 11		303 334 0734	110	110	110	110	IIIO	**HVM000 03/10/2017 08:06** The wait time for service at the Immigration Counter at the	140	Immigration wait time has exceeded 2 hours
															Immigration wait time has exceeded 2 hours
													Rainbow Bridge has exceeded two hours. There are only five immigration trained BSO[s on		
													shift until noon. 2 separate refugee files (will both be starting at the		
													EO stage with an interpreter to be arranged for one file. The workload of flagpole		
													cases currently in cue consists of 16 requests for either work permits, landings or study		
													permits. Immigration cases are being dealt with using a risk-based triage system with		
													attention being paid to high risk cases/enforcement matters, while continuing to process the		
													facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
													clients, and assigning priority to cases. We will process all clients who are in our queue, but		
													new cases that arrive will be deferred and allowed to proceed on their current status where		
													applicable. Clients are being counselled to apply online through IRCC for processing of		
													facilitative documentation. As traffic volumes are increase and focus will be directed to our		
													primary mandates of primary and secondary processing. This SRT will be updated once our		
		1											Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
		1											**JAD001 03/10/2017 20:56** The immigration wait time in secondary at the Rainbow		
		1						1					Bridge has remained below 2 hrs for over an hour. Processing is continuing as normal,		
		1											including the accepting of flagpole cases. This SEN is closed.		
03/10/2017 08:05	S1007939	1 Southern Ontario	Niagara District	Rainbow Bridge	HVM000 n	0	905-354-6754	no	no	no	no	no		No	
												I .	**SMS130 04/10/2017 08:40** The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours
		1											Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		-
		1						1					consists of 30 requests for either work permits, landings or study permits. Immigration cases		
		1						1				1	are being dealt with using a risk-based triage system with attention being paid to high risk		
		1						1					cases/enforcement matters, while continuing to process the facilitation stream.		
		1													
1		1						1					Management is actively engaged in monitoring the wait time, counselling clients, and		
		1						1				1	assigning priority to cases. We will process all clients who are in our queue, but new cases		
		1											that arrive will be deferred and allowed to proceed on their current status where applicable.		
		1											Clients are being counselled to apply online through IRCC for processing of facilitative		
		1											documentation. As traffic volumes are increase and focus will be directed to our primary		
		1						1					mandates of primary and secondary processing. This SRT will be updated once our		
		1						1				1	Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
		1											**DXW156 04/10/2017 15:02** The Immigration wait time is now below 2 hours. Processing		
04/10/2017 08:35	S1007965	1 Southern Ontario	Niagara District	Rainbow Bridge	SMS130 n	o	905-354-6754	Ino	no	_{no}	no	Ino		No	

										MPC125 05/10/2017 09:13 The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. Currently there are only four immigration trained	Immigration wait time has exceeded 2 hours
										BSO[s on shift until 1000 hours, at which time reinforcements of two will arrive. Trained two	
										more arriving noon. 1 refugee file no interpreter) will both be starting	
										at the EO stage. The workload of flagpole cases currently in cue consists of 24 requests for	
										either work permits, landings or study permits. Immigration cases are being dealt with using	
										a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in	
										monitoring the wait time, counselling clients, and assigning priority to cases. We will process	
										all clients who are in our queue, but new cases that arrive will be deferred and allowed to	
										proceed on their current status where applicable. Clients are being counselled to apply	
										online through IRCC for processing of facilitative documentation. As traffic volumes are	
										increase and focus will be directed to our primary mandates of primary and secondary	
										processing. This SRT will be updated once our Immigration volumes are decreased and we	
										begin providing service for 'flagpole' cases **MPC125 05/10/2017 18:08** All immigration	
										files have now been dealt with; there is no longer any wait time at the immigration counter This SRT is now closed	
05/10/2017 09:02	S1007995 1	L Southern Ontario Niagara District	Rainbow Bridge	MPC125 no	905-354-6754 no	no	no	no	no	Itilis SKT is flow closed No	
										HVM000 10/10/2017 08:17 The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours.
										Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	
[1			consists of approximately 30 requests for either work permits, landings or study permits.	
1						1	1	1	1	Immigration cases are being dealt with using a risk-based triage system with attention being	
1							1			paid to high risk cases/enforcement matters, while continuing to process the facilitation	
1						1	1	1	1	stream. Management is actively engaged in monitoring the wait time, counselling clients,	
1						1	1	1	1	and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where	
1							1			cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of	
1							1			facilitative documentation. As traffic volumes are increase and focus will be directed to our	
1						1	1	1	1	primary mandates of primary and secondary processing. This SRT will be updated once our	
										Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
										LXH205 10/10/2017 20:52 The wait time at the immigration counter is now within the	
10/10/2017 08:16	S1008074 1	Southern Ontario Niagara District	Rainbow Bridge	HVM000 no	905-354-6754 no	no	no	no	no	service standard. This concludes the SRT.	
										HVM000 11/10/2017 08:13 The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours
										Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	
										consists of approximately 30 requests for either work permits, landings or study permits.	
										Immigration cases are being dealt with using a risk-based triage system with attention being	
										paid to high risk cases/enforcement matters, while continuing to process the facilitation	
										stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new	
										cases that arrive will be deferred and allowed to proceed on their current status where	
										applicable. Clients are being counselled to apply online through IRCC for processing of	
										facilitative documentation. As traffic volumes are increase and focus will be directed to our	
										primary mandates of primary and secondary processing. This SRT will be updated once our	
										Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
11/10/2017 08:12	S1008098 1	1 Southern Ontario Niagara District	Rainbow Bridge	HVM000 no	905-354-6754 no	no	no	no	no	No	
										MPC125 12/10/2017 08:34 The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours, as of 0815 hours
										Rainbow Bridge has exceeded two hours. Currently there are only twelve immigration	
										trained BSOIs on shift until 1000 hours, at which time further reinforcements will arrive.	
										One immigration arrest for misrepresentation being processed. The workload of flagpole	
1						1	1	1	1	cases currently in cue consists of 24 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with	
1						1	1	1	1	attention being paid to high risk cases/enforcement matters, while continuing to process the	
1							1			facilitation stream. Management is actively engaged in monitoring the wait time, counselling	
1						1	1	1	1	clients, and assigning priority to cases. We will process all clients who are in our queue, but	
1						1	1	1	1	new cases that arrive will be deferred and allowed to proceed on their current status where	
1						1	1	1	1	applicable. Clients are being counselled to apply online through IRCC for processing of	
1							1			facilitative documentation. As traffic volumes are increase and focus will be directed to our	
1						1	1	1	1	primary mandates of primary and secondary processing. This SRT will be updated once our	
1						1	1	1	1	Immigration volumes are decreased and we begin providing service for 'flagpole' cases	
1						1	1	1	1	**BJR000 12/10/2017 10:19** The immigration wait time is now under 2 hours. Rainbow	
12/10/2017 08:30	s1009110	L Southern Ontario Niagara District	Rainbow Bridge	MPC125 no	905-354-6754 no	l _{no}	l _{no}	l _{no}	no	Bridge will now resume processing flagpole applications.	
12/10/201/ 00:30	21000113	Nagara District	valinom plinke	IAIL CTS2 III0	303-334-0734 110	IIIO	110	1110	IIIO	**SXD319 17/10/2017 15:00** The wait time for service at the Immigration Counter at the	Immigration Wait Time
1							1			Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	mangration wait time
						1	1	1	1	consists of approximately 20 requests for either work permits, landings or study permits.	
1						1	1	1	1	Immigration cases are being dealt with using a risk-based triage system with attention being	
1										paid to high risk cases/enforcement matters, while continuing to process the facilitation	
1							1			stream. Management is actively engaged in monitoring the wait time, counselling clients,	
1						1	1	1	1	and assigning priority to cases. We will process all clients who are in our queue, but new	
1						1	1	1	1	cases that arrive will be deferred and allowed to proceed on their current status where	
1						1	1	1	1	applicable. Clients are being counselled to apply online through IRCC for processing of	
1						1	1	1	1	facilitative documentation. As traffic volumes are increase and focus will be directed to our	
1							1			primary mandates of primary and secondary processing. This SRT will be updated once our	
17/10/2017 14:50	S1008229	L Southern Ontario Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	Ino	l _{no}	Ino	l _{no}	Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
11/10/201/14.30	52000223	-	Aumoon blidge	20272 110	303 337-0734 110	Ino	Inc	1.10	1110	INO.	

		1									**MJG124 24/10/2017 08:31** The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours.
											Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		minigration wate time has exceeded 2 hours.
											consists of approximately 30 requests for either work permits, landings or study permits.		
											Immigration cases are being dealt with using a risk-based triage system with attention being		
											paid to high risk cases/enforcement matters, while continuing to process the facilitation		
											stream. Management is actively engaged in monitoring the wait time, counselling clients,		
											and assigning priority to cases. We will process all clients who are in our queue, but new		
											cases that arrive will be deferred and allowed to proceed on their current status where		
											applicable. Clients are being counselled to apply online through IRCC for processing of		
											facilitative documentation. As traffic volumes increase our focus will be directed to our		
											primary mandates of primary and secondary processing. This SRT will be updated once our		
											Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
24/10/2017 08:16 \$1008349	1 Southern Ontario	Niagara District	Rainbow Bridge	MJG124 no	905-35	1-6754 no	no	no	no	no		No	
											HVM000 25/10/2017 08:13 The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours
											Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
											consists of approximately 30 requests for either work permits, landings or study permits.		
											Immigration cases are being dealt with using a risk-based triage system with attention being		
											paid to high risk cases/enforcement matters, while continuing to process the facilitation		
											stream. Management is actively engaged in monitoring the wait time, counselling clients,		
											and assigning priority to cases. We will process all clients who are in our queue, but new		
											cases that arrive will be deferred and allowed to proceed on their current status where		
											applicable. Clients are being counselled to apply online through IRCC for processing of		
						1				1	facilitative documentation. As traffic volumes are increase and focus will be directed to our		
						I				1	primary mandates of primary and secondary processing. This SRT will be updated once our		
											Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
											HVM000 25/10/2017 17:58 Immigration wait times are below 2 hours. SRT Closed		
25/10/2017 08:12 \$1008368	1 Southern Ontario	Niagara District	Rainbow Bridge	HVM000 no	905-35	4-6754 no	lno.	lno l	no	no	HVIVIOUS 23/10/2017 17:38 IIIIIIIIgi ation wait times are below 2 flours. 3KT closed	No.	
	2 Journal of Call		bon bridge		303-33		1	1			**DXW156 26/10/2017 09:30** The current workload consists of 18 work permits and 8		The wait time for service at the Immigration Counter at the Rainbow
						1				l			
											landings. Immigration cases are being dealt with using a risk-based triage system with		Bridge has exceeded two hours.
											attention being paid to high risk cases/enforcement matters, while continuing to process the		
											facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
											clients, and assigning priority to cases. We will process all clients who are in our queue, but		
											new cases that arrive will be deferred and allowed to proceed on their current status where		
											applicable. Clients are being counselled to apply online through IRCC for processing of		
											facilitative documentation. As traffic volumes increase focus will be directed to our primary		
											mandates of primary and secondary processing. This SRT will be updated once our		
											. , , , , , , , , , , , , , , , , , , ,		
											Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
25/10/2017 00 01 51000201	16	Min and District	Dalah asa Balaha	DWWEG	005.25	4 6754					**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT	N -	
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	1-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed	No	
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	1-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **SBR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed Closed ****BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **SBR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PLI lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **SBR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through	No	Immigration Wait Time Exceeding 2 hours
26/10/2017 09:01 \$1008391	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-35	4-6754 no	no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **SBR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus	No	Immigration Wait Time Exceeding 2 hours
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							no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIR000 31/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed. **BIR000 01/11/2017 08:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 15 landings, and 2 No Visa. With the exception of the No Visas, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staf	No No	
							no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.* **BIR000 31/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed. ***BIR000 01/11/2017 08:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 15 landings, and 2 No Visa. With the exception of the No Visas, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to p	No	
							no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 31/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed. **BJR000 01/11/2017 08:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 15 landings, and 2 No Visa. With the exception of the No Visas, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to pro	No	
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31/10/2017 09:07 \$1008494	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-35	4-6754 no	no	no	no	по	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 31/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed. **BJR000 01/11/2017 08:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 15 landings, and 2 No Visa. With the exception of the No Visas, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to pro	No	
	1 Southern Ontario	Niagara District			905-35		no	no	no	no	**HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed **BIR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole' cases. **BIR000 31/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed. **BIR000 01/11/2017 08:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 15 landings, and 2 No Visa. With the exception of the No Visas, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to proc	No No	

										HVM000 02/11/2017 08:53 The wait time for service at the Immigration Counter at the		Immigration wait times has exceeded 2 hours
										Rainbow Bridge has exceeded two hours. The workload consists of requests for work		
										permits, landings, and study permits. Immigration cases are being dealt with using a risk-		
										based triage system with attention being paid to high risk cases/enforcement matters, while		
										continuing to process the facilitation stream. We will process all clients who are in our		
										queue, but new cases that arrive will be deferred and allowed to proceed on their current		
										status where applicable. Clients are being counselled to apply online through IRCC for		
										processing of facilitative documentation. Traffic volumes are increasing and focus will be		
										directed to our primary mandates of primary and secondary processing. This SRT will be		
										updated once our Immigration volumes are decreased and we begin providing service for		
00/44/00470040		l			005 054 5754					'flagpole' cases **HVM000 02/11/2017 15:13** Immigration wait time is under 2 hours. SRT		
02/11/2017 08:49 \$1008539	1 Southern Ontario	Niagara District	Rainbow Bridge	HVM000 no	905-354-6754	no no	no	no	no	closed	No	
										SXD319 09/11/2017 09:04 The wait time for service at the Immigration Counter at the		Immigration Wait Time has exceeded two hours
										Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
										consists of approximately 15 requests for either work permits, landings or study permits. We		
										are also processing one Refugee claimant thru the A23/TRIPC stream. Immigration cases are		
										being dealt with using a risk-based triage system with attention being paid to high risk		
										cases/enforcement matters, while continuing to process the facilitation stream.		
										Management is actively engaged in monitoring the wait time, counselling clients, and		
										assigning priority to cases. We will process all clients who are in our queue, but new cases		
										that arrive will be deferred and allowed to proceed on their current status where applicable.		
										Clients are being counselled to apply online through IRCC for processing of facilitative		
										documentation. As traffic volumes are increase and focus will be directed to our primary		
										mandates of primary and secondary processing. This SRT will be updated once our		
										Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
										SXD319 09/11/2017 11:14 This SRT is closed. Flagpoles are being accepted. The		
09/11/2017 08:56 \$1008659	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319 no	905-354-6754	no no	no	no	no	Immigration wait time has decreased	No	
										BJR000 05/12/2017 13:00 The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeding 2 Hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for		
										work permits, 12 landings, 3 VR and 2 Study Permits. All matter are of a [flagpole] mater.		
										Immigration cases are being dealt with using a risk-based triage system with attention being		
										paid to high risk cases/enforcement matters, while continuing to process the facilitation		
										stream. Management is actively engaged in monitoring the wait time, counselling clients,		
										and assigning priority to cases. We will process all clients who are in our queue, but new		
										cases that arrive will be deferred and allowed to proceed on their current status where		
										cases that arrive will be deferred and allowed to proceed on their current status where		
										applicable. Clients are being sourcelled to apply online through IDCC for processing of		
										applicable. Clients are being counselled to apply online through IRCC for processing of		
										facilitative documentation. This SRT will be updated once our Immigration volumes are		
05/12/2017 12:59 \$1009021	1 Southern Ontario	Niagara District	Rainhow Bridge	BIROOO no	905.354.6754	no no	no	no	no		No	
05/12/2017 12:59 \$1009021	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Pativas Claimat
05/12/2017 12:59 \$1009021	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are	No	Refugee Claimant
05/12/2017 12:59 \$1009021	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Refugee Claimant
05/12/2017 12:59 \$1009021	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Refugee Claimant
05/12/2017 12:59 \$1009021	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Refugee Claimant
05/12/2017 12:59 51009021	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from	No	Refugee Claimant
							no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Refugee Claimant
05/12/2017 12:59 \$1009021 07/12/2017 14:44 \$1009060			Rainbow Bridge Rainbow Bridge	BJR000 no	905-354-6754 905-354-6754		no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed.	No No	
							no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the	No No	Refugee Claimant Immigration wait time has exceeded two hours.
							no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	No No	
							no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits.	No No	
							no	no	по	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being	No No	
							no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation	No No	
							no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients,	No No	
							no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new	No No	
							no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where	No No	
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07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJIG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has	No No	
	1 Southern Ontario	Niagara District				no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed.	No No	Immigration wait time has exceeded two hours.
07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32** The wait time for service at the	No No	
07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed.	No No	Immigration wait time has exceeded two hours.
07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed. **MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the	No No	Immigration wait time has exceeded two hours.
07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT is vill be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32*** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed. **MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed.	No No	Immigration wait time has exceeded two hours.
07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed. **MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 27 requests for either work permits, landings or study permits.	No No	Immigration wait time has exceeded two hours.
07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed. **MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 27 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being landing and the provided of the processing of the provided of	No No	Immigration wait time has exceeded two hours.
07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. *MJG124 27/12/2017 18:32** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed. **MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 27 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation	No No	Immigration wait time has exceeded two hours.
07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed. **MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 27 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new	No No	Immigration wait time has exceeded two hours.
07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. *Mol1214 27/11/2017 18:32** The wait time for service at the Immigration counter at the Rainbow Bridge is now below two hours. This SRT is now closed. **MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 27 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where	No No	Immigration wait time has exceeded two hours.
07/12/2017 14:44 \$1009060	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed. **MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 27 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are	No No	Immigration wait time has exceeded two hours.
07/12/2017 14:44 \$1009060	1 Southern Ontario 1 Southern Ontario	Niagara District Niagara District	Rainbow Bridge	LXH205 no	905-354-6754	no no	no	no no	no	facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed. **MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. *Mol1214 27/11/2017 18:32** The wait time for service at the Immigration counter at the Rainbow Bridge is now below two hours. This SRT is now closed. **MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 27 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where	No No	Immigration wait time has exceeded two hours.

											BXE706 23/01/2018 09:06 Current workload consists of: 12 work permit applications 12		***The current wait to process immigration documents at Rainbow
											confirmation of permanent resident applications 1 study permit applications Currently there		Bridge has exceeded 2 hours***
											are 5 BSO's scheduled to process the applications while managing all risk clients		
											encountered during normal POE operations. Flagpole applications are now closed at		
											Rainbow Bridge, that decision will be revisited as workloads decrease. Updates to follow BE		
											14027 **BXE706 23/01/2018 13:22** The wait times are now under 2 hours and flagpole		
											applications are anticipated to resume at approximately 14:00 hours. This SRT is now closed.		
23/01/2018 09:02	\$1009899	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706 no	905-354-6754 no	lno.	l _{no}	l _{no}	no	BE 14027	No	
25/01/2010 05:02	51005055	1 Southern Ontario	Hagara District	Number Bridge	BAE766 III	303 334 0734 110	110	110	110	110	**MYS768 30/01/2018 08:59** Immigration flagpoles have reached a wait that is exceeding	110	Immigration flagpole wait time
											2 hrs. The current workload consists of 18 landings, 10 work permits and 2 visitor records.		miningration nagpole wait time
30/01/2018 08:52	C1010004	1 Southern Ontario	Niegara District	Rainbow Bridge	MYS768 no	905-354-6754 no					SRT will be updated as the situation changes. **MYS768 30/01/2018 10:51** We are	No	
30/01/2016 06:32	31010004	1 Southern Ontario	Niagara District	Kallibow Bridge	IVI13768 IIU	905-554-6754 110	110	110	110	110	accepting flagpoles again. Should this change the SRT will be updated.	NO	
											SCF700 06/02/2018 08:27 The wait time for service at the Immigration Counter at the		The immigration wait time at Rainbow Bridge has exceeded 2 hours
											Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
											consists of 30 requests for work permits and landings. Immigration cases are being dealt		
											with using a risk-based triage system with attention being paid to high risk		
											cases/enforcement matters, while continuing to process the facilitation stream.		
											Management is actively engaged in monitoring the wait time, counselling clients, and		
											assigning priority to cases. We will process all clients who are in our queue, but new cases		
											that arrive will be deferred and allowed to proceed on their current status where applicable.		
											Clients are being counselled to apply online through IRCC for processing of facilitative		
											documentation. This SRT will be updated once our Immigration volumes are decreased and		
											we begin providing service for 'flagpole' cases. **SCF700 06/02/2018 10:26** The		
06/02/2018 08:19	S1010130	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no	no	no	no	no	immigration wait time is now less than 2 hours. SRT closed.	No	
,,										-	**BJR000 13/02/2018 14:31** The wait time for service at the Immigration Counter at the		Immigration Wait
													illilligration wait
											Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for		
											work permits, 14 landings, 2 study permits, and 6 visitor records. All matter are of a flagpole		
											nature. Immigration cases are being dealt with using a risk-based triage system with		
											attention being paid to high risk cases/enforcement matters, while continuing to process the		
											facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
											clients, and assigning priority to cases. We will process all clients who are in our queue, but		
											new cases that arrive will be deferred and allowed to proceed on their current status where		
											applicable. Clients are being counselled to apply online through IRCC for processing of		
											facilitative documentation. This SRT will be updated once our Immigration volumes are		
											decreased and we begin providing service for 'flagpole' cases. Currently we are experiencing		
											no wait time, and PIL will remain the priority. **BJR000 13/02/2018 19:03** The wait time		
											at immigration counter is now under two hours. We have resumed accepting flagpole		
											application, and will do so while operationally able. Please consider this SRT now closed.		
13/02/2018 14:30	\$1010218	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no	no	no	no	no	application, and will do so write operationally able. Thease consider this sixt now closed.	No	
,,							- 1		- 1		**SXD319 15/02/2018 10:03** The wait time for service at the Immigration counter at		Immigration Wait
											Rainbow Bridge has exceeded two hours. All matters are of a flagpole nature. The workload		minigration wait
											presently consists of 8 work permits, 15 landings and 2 visitor records. Management is		
											actively engaged in monitoring the wait time, counselling clients, and assigning priority to		
											cases. We will process all clients who are in our queue, but new cases that arrive will be		
											deferred and allowed to proceed on their current status where applicable. Clients are being		
											counselled to apply online through IRCC for processing of facilitative documentation. This		
											SRT will be updated once our Immigration volumes are decreased and we begin providing		
											service for 'flagpole' cases **BJM126 15/02/2018 14:13** Wait time at the Immigration		
											counter is now under two hours. We are now accepting flagpole cases.		
15/02/2018 09:58	S1010254	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	no	no	no	no		No	
	1 7							1			**LXH205 06/03/2018 09:09** The wait time for service at the Immigration counter at the		Immigration wait time has exceeded 2 hours
1											Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for		
											work permits, 15 landings, and one Immigration fraud case. All available Immigration staff is		
1								1	1		being directed to assist with processing. Clients are being counselled to apply online through		
1								1	1		IRCC for processing of facilitative documentation. This SRT will be updated once our		
1											Immigration volumes decreased and service for 'flagpole' cases resumes. **LXH205		
								1	1		06/03/2018 10:42** The Immigration wait time is now under 2 hours. Processing of flagpole		
06/03/2018 08:58	S1010537	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	Ino	l _{no}	l _{no}	l _{no}	cases has resumed. The SRT is now closed.	No.	
00/03/2010 00:30	51010557	1 Southern Ontario	reagard bistrict	Hambow Bridge	Director III	363 334 6734 116	110	110	110	110	**LXH205 13/03/2018 12:21** The wait time for service at the Immigration counter at the	140	In and a section which there is a second and the section in
1													Immigration wait time has exceeded two hours
1											Rainbow Bridge has exceeded two hours. The workload presently consists of 24 work		
1								1	1		permits, and 7 landings. Two clients have made a claim for refugee protection and have		
1											been assigned an EO. All available immigration staff is being directed to assist with		
1								1	1		processing. Clients are being counselled to apply online through IRCC for processing of		
								1	1		facilitative documentation. This SRT will be updated once our Immigration volumes		
13/03/2018 12:15	S1010641	1 Southern Ontario	Niagara District	Rainbow Bridge	LXH205 no	905-354-6754 no	no	no	no	no	decreased and service for 'flagpole' cases resumes.	No	
											SXD319 20/03/2018 10:52 The wait time at the Immigration counter at Rainbow Bridge		Immigration Wait time has exceeded two hours
1											has exceeded two hours. All available immigration staff is being directed to assist with		
1								1	1		processing. Clients are being counselled to apply online through IRCC for processing of		
1								1	1		facilitative documentation. The SRT will be updated once Immigration volumes decrease and		
20/03/2018 10:47	S1010747	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	Ino	Ino	Ino	lno	service for 'flagpoles' cases resumes.	No	
,,,,	1,2220,47	- Iicini ontano	1	I	15555	1223 334 0734 110	1	10	12	12	pervice for hagpones cases resumes.	1	I.

										BXE706 03/04/2018 13:39 The wait time for service at the Immigration Counter at the	The wait time at the Immigration counter at the Rainbow Bridge has
										Rainbow Bridge has exceeded two hours. The workload presently consists of: *8 request for	exceeded 2 hours.
										work permits *4 request for confirmation of permanent residency *5 pre-approved work	exceeded 2 flours.
										permits *12 criminality *3 no temporary resident visas *1 case for MD review Immigration	
										cases are being dealt with using a risk-based triage system with attention being paid to high	
										risk cases/enforcement matters, while continuing to process the facilitation stream. The	
										immigration wait time is beginning to impact the staffing other areas of the operation at this	
										time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines	
										and Bus operations. Management is actively engaged in monitoring the wait time,	
										counselling clients, and assigning priority to cases. We will process all clients who are in our	
										queue, but new cases that arrive will be deferred and allowed to proceed on their current	
										status where applicable. Clients are being counselled to apply online through IRCC for	
				1 1 1						processing of facilitative documentation. Traffic volumes are increasing and focus will be	
										directed to our primary mandates of primary and secondary processing. This SRT will be	
										updated once our Immigration volumes are decreased and we begin providing service for	
										'flagpole' cases. **BXE706 03/04/2018 18:45** There is no longer a wait time for	
										immigration counter and flagpoles are once again open. This SRT is now closed. BE 14027	
03/04/2018 13:36	S1010955	1 Southern Ontario Niagara District	Rainbow Bridge	BXE706 no	905-354-6754 no	no	no	no	no		No
										BJR000 19/04/2018 14:41 The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds Two Hours
1										Rainbow Bridge has exceeded two hours. The workload presently consists of 4 requests for	
1										work permits, 7 landings, 3 other matters, and 2 separate refugee claimants. Immigration	
		1							1	cases are being dealt with using a risk-based triage system with attention being paid to high	
		1							1		
										risk cases/enforcement matters, while continuing to process the facilitation stream.	
										Management is actively engaged in monitoring the wait time, counselling clients, and	
										assigning priority to cases. We will process all clients who are in our queue, but new cases	
										that arrive will be deferred and allowed to proceed on their current status where applicable.	
										Clients are being counselled to apply online through IRCC for processing of facilitative	
										documentation. Focus will be directed to our primary mandates of primary and secondary	
										processing. This SRT will be updated once our Immigration volumes are decreased and we	
										begin providing service for 'flagpole' cases. **BJR000 19/04/2018 17:18** The wait time for	
										immigration is now under two hours. We have resumed the processing of flag poling	
		.		BJR000 no	905-354-6754 no					requests. Please consider the SRT now closed.	
19/04/2018 14:41	\$1011171	1 Southern Ontario Niagara District	Rainbow Bridge								
			-	B3K000 110	905-554-6754 110	no	no i	no	no	1	No
				BJK000 IIO	905-354-6754 110	no	no	no	no	**JDS002 24/04/2018 14:17** The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds Two Hours
				BJK000 III	905-554-6754 110	no	no I	no	no	I suppose the suppose of the suppose	Immigration Wait Time Exceeds Two Hours
				BINOUS III	905-554-6754 110	no	no I	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for	Immigration Wait Time Exceeds Two Hours
				BINOO IIO	305-534-6734 110	no	no I	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a	Immigration Wait Time Exceeds Two Hours
				BJK000 IIU	905-534-6734 110	no	no I	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters,	Immigration Wait Time Exceeds Two Hours
				5,000	905-534-6734 110	no	no I	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in	Immigration Wait Time Exceeds Two Hours
				5,000	905-534-0/34 110	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process	Immigration Wait Time Exceeds Two Hours
				53/1000	303-334-0/34 110	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to	Immigration Wait Time Exceeds Two Hours
				53/000 110	905-534-0/34 110	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply	Immigration Wait Time Exceeds Two Hours
				53/000 110	903-534-0/34 110	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to	Immigration Wait Time Exceeds Two Hours
				BX000 110	303-334-0/34 110	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where a pplicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to	Immigration Wait Time Exceeds Two Hours
				53/000	905-534-0/34 110	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once	Immigration Wait Time Exceeds Two Hours
24/04/2018 14:15	\$1011253	1. Southern Ontario Niagara District	Rainbow Bridge	JDS002 no	905-354-6754 no	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where a pplicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to	Immigration Wait Time Exceeds Two Hours
24/04/2018 14:15	\$1011253	1 Southern Ontario Niagara District	Rainbow Bridge			no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	40
24/04/2018 14:15	51011253	I Southern Ontario Niagara District	Rainbow Bridge			no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at	Immigration Wait Time Exceeds Two Hours Immigration Wait Time exceeds 2 hours
24/04/2018 14:15	\$1011253	1 Southern Ontario Niagara District	Rainbow Bridge			no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a	40
24/04/2018 14:15	\$1011253	1 Southern Ontario Niagara District	Rainbow Bridge			no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters,	40
24/04/2018 14:15	\$1011253	1. Southern Ontario Niagara District	Rainbow Bridge			no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a	40
24/04/2018 14:15	\$1011253	2 Southern Ontario Niagara District	Rainbow Bridge			no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters,	40
24/04/2018 14:15	\$1011253	I. Southern Ontario Niagara District	Rainbow Bridge			no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in	40
24/04/2018 14:15	\$1011253	1. Southern Ontario Niagara District	Rainbow Bridge			no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SY0319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for	40
24/04/2018 14:15	\$1011253	1 Southern Ontario Niagara District	Rainbow Bridge			no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority	40
				JDS002 no	905-354-6754 no	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **UkH205 01/05/2018 15:07** The wait time at the Immigration counter is now below 2	40
24/04/2018 14:15 01/05/2018 09:51		Southern Ontario Niagara District Southern Ontario Niagara District	Rainbow Bridge Rainbow Bridge			no	no	no no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **LXH2O5 01/05/2018 15:07** The wait time at the Immigration counter is now below 2 hours. Flagpoles have resumed. This SRT is closed.	No Immigration Wait Time exceeds 2 hours
				JDS002 no	905-354-6754 no	no	no	no no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **LYR205 01/05/2018 18:07** The wait time at the Immigration counter is now below 2 hours. Flagpoles have resumed. This SRT is closed. **MPC125 08/05/2018 08:47** The wait time for service at the Immigration Counter at the	40
				JDS002 no	905-354-6754 no	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our lmmigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **LXH205 01/05/2018 15:07** The wait time at the Immigration Counter is now below 2 hours. Flagpoles have resumed. This SRT is closed. **MPC125 08/05/2018 04:07** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for	No Immigration Wait Time exceeds 2 hours
				JDS002 no	905-354-6754 no	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **LXH205 01/05/2018 15:07** The wait time of the Immigration counter is now below 2 hours. Flagpoles have resumed. This SRT is closed. **MPC125 08/05/2018 08:47** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for work permits, 3 landings. Immigration cases are being dealt with using a risk-based triage	No Immigration Wait Time exceeds 2 hours
				JDS002 no	905-354-6754 no	no	no	no no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our lmmigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **LXH205 01/05/2018 15:07** The wait time at the Immigration Counter is now below 2 hours. Flagpoles have resumed. This SRT is closed. **MPC125 08/05/2018 04:07** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for	No Immigration Wait Time exceeds 2 hours
				JDS002 no	905-354-6754 no	no	no	no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **LXH205 01/05/2018 15:07** The wait time of the Immigration counter is now below 2 hours. Flagpoles have resumed. This SRT is closed. **MPC125 08/05/2018 08:47** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for work permits, 3 landings. Immigration cases are being dealt with using a risk-based triage	No Immigration Wait Time exceeds 2 hours
				JDS002 no	905-354-6754 no	no	no	no no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our lmmigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **LXH205 01/05/2018 15:07** The wait time at the Immigration counter is now below 2 hours. Flagpoles have resumed. This SRT is closed. **MPC125 08/05/2018 08.47** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for work permits, 3 landings. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the f	No Immigration Wait Time exceeds 2 hours
				JDS002 no	905-354-6754 no	no	no	no no	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **LXH205 01/05/2018 15:07** The wait time of the Immigration counter is now below 2 hours. Flagpole have resumed. This SRT is closed. **MPC125 08/05/2018 08:47** The wait time at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for work permits, 3 landings. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation	No Immigration Wait Time exceeds 2 hours
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								1					**SCF700 10/05/2018 11:58** The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds Two Hours
															ininingration wait time exceeds two nodes
													Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for		
				1									work permits, 8 landings, and 5 other matters. Immigration cases are being dealt with using		
													a risk-based triage system with attention being paid to high risk cases/enforcement matters,		
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				1									our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
				1									**SCF700 10/05/2018 20:10** immigration wait time is now less than 2 hours. SRT is closed.		
10/05/2018 11:55 S101	11511	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700	no	905-354-6754	no	no	no	no	no		No	
				1									**MYS768 15/05/2018 13:09** The immigration wait time has exceeded 4 hours. We		Immigration wait times are exceeding 2 hours
				1									currently have 2 BSO's working on 7 refugees (2 cases). 1 BSO is assigned to Immigration		
1 1				1									enforcement (44 report). There are 13 work permits, 4 landings, 2 visitor records, 2 study		
1 1				1									permits and 1 other currently waiting. 4 BSOs are assigned to the immigration counter.		
				1											
				1									Updates will follow. **BJR000 15/05/2018 16:25** The immigration wait time is now under		
			I	1									two hours. We have resumed accepting flagpole applications. Please consider this SRT now		
15/05/2018 12:58 S101	11580	1 Southern Ontario	Niagara District	Rainbow Bridge	MYS768	no	905-354-6754	no	no	no	no	no	closed.	No	
				1									**SXD319 17/05/2018 11:57** The Immigration wait time is in excess of two hours.		Immigration Wait Times exceed 2 hours
				1									Flagpoles are no longer being accepted. There are currently 9 Post grad work permits and 5		
				1									Landings in queue. Two S44 reports are currently being written. At noon there will be 6 PIL		
				1									lines open and there will be 5 BSO's scheduled to work the Immigration counter. SRT will be		
17/05/2018 11:46 S101	11624	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	lno l	905-354-6754	lno.	no	lno.	lno.	lno.		No	
17/03/2010 11:40 5101	11024	1 Southern Ontario	14lagara District	Hambon Bridge	SADSIS	110	303 334 0734	110	110	110	110	110	updated accordingly	110	
			1					1	1		1		**BXE706 22/05/2018 10:10** GCMS is currently not working.		
				1											
				1									Updates to		
				1									tollow. **BXE706 22/05/2018 10:30**		
				1									This		
				1									concludes the SRT. BE 14027 **SXM786 22/05/2018 10:48**		
				1									0.000		
				1									**SCF700 22/05/2018 10:59** **SCF700		
1 1				1						I		1	**SCF700 22/05/2018 10:59** **SCF700		
									1	1	1				
		ييم برماء	The second	larr arr l	DVC70C								22/05/2018 15:01** SRT closed.		
22/05/2018 10:08 \$101	11706	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706	no	905-354-6754	no	no	no	no	no	22/05/2018 15:01** SRT closed.	No	
22/05/2018 10:08 \$101	11706	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706	no	905-354-6754	no	no	no	no	no	22/05/2018 15:01** SRT closed. **SCF700 22/05/2018 11:24** The wait time for service at the Immigration Counter at the	No	Immigration Wait Time Exceeds Two Hours
22/05/2018 10:08 \$101	11706	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706	no	905-354-6754	no	no	no	no	no	22/05/2018 15:01** SRT closed.	No	Immigration Wait Time Exceeds Two Hours
22/05/2018 10:08 \$101	11706	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706	no	905-354-6754	no	no	no	no	no	22/05/2018 15:01** **SCF700 22/05/2018 11:24** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for	No	Immigration Wait Time Exceeds Two Hours
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22/05/2018 11:21 5101	11708	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700	no	905-354-6754	no	no	no	no	no	**SCF700 22/05/2018 11:24** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 7 landings, 1 study permit and 2 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our immigration volumes are decreased and we begin providing service for flagpole cases. GCMS is currently down and we are unable to process the flagpole cases that are already in cueue. **BKE706 23/05/2018 09:05** The wait time for service at the immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 4 landings, 9 allowed to withdraw cases and 2 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our	No No	
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													BXE706 23/05/2018 16:17 The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours
													Rainbow Bridge has exceeded two hours. The workload presently consists of 5 requests for	
													work permits, 9 landings,3 other matters and a refugee claimant Immigration cases are	
													being dealt with using a risk-based triage system with attention being paid to high risk	
													cases/enforcement matters, while continuing to process the facilitation stream.	
													Management is actively engaged in monitoring the wait time, counselling clients, and	
													assigning priority to cases. We will process all clients who are in our queue, but new cases	
													that arrive will be deferred and allowed to proceed on their current status where applicable.	
													Clients are being counselled to apply online through IRCC for processing of facilitative	
													documentation. Focus will be directed to our primary mandates of primary and secondary	
													processing. This SRT will be updated once our Immigration volumes are decreased and we	
													begin providing service for 'flagpole' cases. GCMS is currently operational but is not	
													performing at normal speed so it is slowing processing times. **SCF700 23/05/2018 17:44**	
													The wait time at the immigration counter is now less than 2 hrs. We are now accepting	
23/05/2018 16:15	S1011742	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706 no	0	905-354-6754	no	no	no	no	no	flagpoles. SRT closed.	
													SCF700 29/05/2018 08:37 The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds Two Hours
													Rainbow Bridge has exceeded two hours. The workload presently consists of 24 requests for	
													work permits,11 landings and 2 other matters. Immigration cases are being dealt with using	
													a risk-based triage system with attention being paid to high risk cases/enforcement matters,	
													while continuing to process the facilitation stream. Management is actively engaged in	
													monitoring the wait time, counselling clients, and assigning priority to cases. We will process	
													all clients who are in our gueue, but new cases that arrive will be deferred and allowed to	
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													online through IRCC for processing of facilitative documentation. Focus will be directed to	
													our primary mandates of primary and secondary processing. This SRT will be updated once	
													our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
													SCF700 29/05/2018 17:23 The wait time for service at the Immigration Counter is now	
													less than 2 hours. We are now accepting new flagpole applications. SRT closed	
29/05/2018 08:26	S1011837	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700 no	0	905-354-6754	no	no	no	no	no	No	
													TPF120 29/05/2018 22:15 The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds Two Hours
													Rainbow Bridge has now reached two hours. The workload presently consists of 9 requests	
													for work permits, 5 landings, 1 MD review in process and 1 other matter. We currently have	
													no border wait time and 3 BSO assigned to the Immigration counter. One primary line was	
													closed and the BSO was reassigned to assist at the Immigration counter. Immigration cases	
													are being dealt with using a risk-based triage system with attention being paid to high risk	
													cases/enforcement matters, while continuing to process the facilitation stream.	
													Management is actively engaged in monitoring the wait time, counselling clients, and	
													assigning priority to cases. We will process all clients who are in our queue, but new cases	
													that arrive will be deferred and allowed to proceed on their current status where applicable.	
													Clients are being counselled to apply online through IRCC for processing of facilitative	
													documentation. This SRT will not be updated. Flagpole process will resume in the morning as	
29/05/2018 22:07	S1011854	1 Southern Ontario	Niagara District	Rainbow Bridge	TPF120 no	0	905-354-6754	no	no	no	no	no	scheduled. SRT closed.	
													MPC125 31/05/2018 12:26 As of 1200 hours flagpoling has been closed. The wait time	Immigration processing times (flag poling)
													for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The	
													workload of flagpole cases currently in queue consists of approximately 24 requests for	
													either work permits, landings or study permits. There is also 1 refugee case (3 family	
													members),1 EO assigned to the case, which appears to be eligible for TRIPC. Immigration	
													cases are being dealt with using a risk-based triage system with attention being paid to high	
													risk cases/enforcement matters, while continuing to process the facilitation stream.	
								1			1		Management is actively engaged in monitoring the wait time, counselling clients, and	
													assigning priority to cases. We will process all clients who are in our queue, but new cases	
								1			1		that arrive will be deferred and allowed to proceed on their current status where applicable.	
													Clients are being counselled to apply online through IRCC for processing of facilitative	
								1			1		documentation. As traffic volumes are increase and focus will be directed to our primary	
													mandates of primary and secondary processing. This SRT will be updated once our	
													Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	
								1			1		**TXP178 31/05/2018 16:55** As of 1630 hours flagpoling has been closed. The wait time	
1													for service at the Immigration Counter at the Peace Bridge has exceeded three hours. All	
1													immigration terminals are staffed. Processing times have been severely impacted by the	
1													GCMS program operating at extremely slow speeds. No border wait time to report with	
1													respect to vehicle processing times. **BJR000 31/05/2018 17:15** The wait time at	
1								1					immigration is now under 2 hours. We have resumed accepting flagpole applications. Please	
31/05/2018 12:16	S1011880	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	0	905-354-6754	no	no	no	no	no	consider this SRT now closed.	
		· · · · · · · · · · · · · · · · · · ·				_							<u>-</u>	

								TPF120 31/05/2018 20:18 Presently, the service wait time at the Immigration counter i		Immigration Wait Time Exceeds Two Hours at Rainbow Bridge
								over 2 hours. There are currently 15 cases waiting to be processed. The clientele is as	´	minigration waterine execus two floars at familion bridge
								follows: 6 clients seeking work permits 5 clients seeking post grad work permits 1 clients		
								landing 1 visitor record 2 Immigration secondary Current staffing levels consist of 15 BSOs,		
								and 2 BSOs are assigned to Immigration counter. No Network performance issues have been		
								identified with GCMS. Mitigation Measures: Superintendents are triaging waiting clients and	1	
								fast tracking simple cases. We have been assigning a Control measures are in place for		
								subjects awaiting examination. Requests for Criminality Checks are being conducted by		
								Secondary BSOs. Chief Scott is the senior officer son site and is monitoring the situation.		
								Impact: Yes Impact Summary: -Large number of clients waits in buildingOfficers tasked		
								with ensuring that no clients leave until they have been processedSecondary area is filling		
								up with immigration client's vehicles **TPF120 31/05/2018 23:43** Flagpole processing wil		
								resume on Tuesday morning as scheduled. SRT closed.		
31/05/2018 20:10 \$1011887	1 Southern Ontario Niaga	ara District Rainbow Bridge	TPF120 no	905-354-6754 no	no	no r	no n		No	
								TPF120 05/06/2018 09:10 Presently, the processing wait time at the Immigration		Immigration processing wait time exceeds two hours at Rainbow Bridge
								counter is now over 2 hours. There are currently 28 cases waiting to be processed. The		
								clientele is as follows: 19 clients seeking post grad work permits 4 clients seeking work		
								permits 4 clients seeking landings 1 Immigration secondary Current staffing levels consist of		
								18 BSOs, and 6 BSOs are assigned to Immigration counter.		
								Mitigation Measures: Superintendents		
								are triaging waiting clients and fast tracking simple cases. We have been assigning a Control		
								measures are in place for subjects awaiting examination. Requests for Criminality Checks ar		
									-	
								being conducted by Secondary BSOs. Chief Hall is the senior officer(s on site and is		
								monitoring the situation. Impact: Yes Impact Summary: -Large number of clients waits in		
								buildingOfficers tasked with ensuring that no clients leave until they have been processed		
								Secondary area is filling up with immigration client's vehicles **TPF120 05/06/2018 12:13**		
								Current Immigration wait time is now under 2 hours and flagpole processing has now		
05/06/2018 09:06 \$1011955	1 Southern Ontario Niaga	ara District Rainbow Bridge	TPF120 no	905-354-6754 no	no	no r	no n	resumed. SRT closed	No	
								BJR000 07/06/2018 16:47 The wait time for service at the Immigration Counter at the		le de la companya de
										Immigration Wait Time Exceeds 2 Hours
										Immigration Wait Time Exceeds 2 Hours
								Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for		Immigration Walt Time Exceeds 2 Hours
								Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters.		Immigration Wait Time Exceeds 2 Hours
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07/06/2018 16:42 \$1011994	1 Southern Ontario Niag	ara District Rainbow Bridge	BJR000 no	905-354-6754 no	no	no r	no n	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our limmigration volumes are decreased and we begin providing service for 'flaggole' cases.		
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07/06/2018 16:42 \$1011994	1 Southern Ontario Niag.	ara District Rainbow Bridge	BJR000 no	905-354-6754 no	no	no r	10 n	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our limmigration volumes are decreased and we begin providing service for 'flaggole' cases.	No	
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07/06/2018 16:42 \$1011994	1 Southern Ontario Niag.	ara District Rainbow Bridge	BJR000 no	905-354-6754 no	no	no r	10 <u>n</u>	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flaggole' cases. **JEM71112/06/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flaggole cases currently in queue	No	
07/06/2018 16:42 \$1011994	1 Southern Ontario Niag.	ara District Rainbow Bridge	BJR000 no	905-354-6754 no	no	no r	no n	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PLI lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients where in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **EM711 12/06/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 35 requests for either work permits, landings or study permits, an one refugee. Immigration cases are being dealt with using a risk-based triage system with	No	
07/06/2018 16:42 \$1011994	1 Southern Ontario Niag:	ara District Rainbow Bridge	BJR000 no	905-354-6754 no	по	no r	no n	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be updated once our Immigration volumes are decreased and we begin providing service for 'flaggole' cases. **EMTAIT 12/O6/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 35 requests for either work permits, landings or study permits, an one refugee. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the	No No	
07/06/2018 16:42 \$1011994	1 Southern Ontario Niag:	ara District Rainbow Bridge	BJR000 no	905-354-6754 no	no	no r	10 n	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients whe are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flaggole' cases. **IEM711 12/06/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flaggole cases currently in queue consists of approximately 35 requests for either work permits, landings or study permits, an one refugee. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling the second of the process of the continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling the continuing the process the facilitation stream.	No No	
07/06/2018 16:42 \$1011994	1 Southern Ontario Niag.	ara District Rainbow Bridge	BJR000 no	905-354-6754 no	no	no r	n or	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients where in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **EM711 12/06/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 35 requests for either work permits, landings or study permits, an one refugee. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process th facilitation stream. Management is actively engaged in monitoring the wait time, conselling clients, and assigning priority to cases. We will process all clients who are in our queue, but	No No	
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07/06/2018 16:42 \$1011994	1 Southern Ontario Niag.	ara District Rainbow Bridge	BJR000 no	905-354-6754 no	no	no r	no n	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients where in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **EM711 12/06/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 35 requests for either work permits, landings or study permits, an one refugee. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process th facilitation stream. Management is actively engaged in monitoring the wait time, conselling clients, and assigning priority to cases. We will process all clients who are in our queue, but	No No	
07/06/2018 16:42 \$1011994	1 Southern Ontario Niag:	ara District Rainbow Bridge	8JR000 no	905-354-6754 no	no	no r	no n	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be updated once our Immigration volumes are decreased and we begin providing service for 'flaggole' cases. **EMTAIT 12/O6/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 35 requests for either work permits, landings or study permits, an one refugee. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process th facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where	No No	
07/06/2018 16:42 \$1011994	1 Southern Ontario Niag	ara District Rainbow Bridge	BJR000 no	905-354-6754 no	no	no r	10 n	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients where are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be updated once our Immigration volumes are decreased and we begin providing service for 'flagoole' cases. **EMV11 12/06/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 35 requests for either work permits, landings or study permits, an one refugee. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, conselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our	No No	
07/06/2018 16:42 \$1011994	1 Southern Ontario Niag.	ara District Rainbow Bridge	BJR000 no	905-354-6754 no	no	no r	no n	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients whe are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be updated once our Immigration volumes are decreased and we begin providing service for 'flaggole' cases. **EMTAT1 12/O6/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 35 requests for either work permits, landings or study permits, an one refugee. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning prioririty to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primar	No No	
07/06/2018 16:42 \$1011994 12/06/2018 08:28 \$1012070			BJR000 no	905-354-6754 no	no	no r	no n	Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients where are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be updated once our Immigration volumes are decreased and we begin providing service for 'flagoole' cases. **EMV11 12/06/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 35 requests for either work permits, landings or study permits, an one refugee. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, conselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our	No No	

										BXE706 13/06/2018 13:11 The wait time for service at the Immigration Counter at the		The wait time at the Immigration counter has exceeded 2 hours.
										Rainbow Bridge has exceeded two hours. The workload presently consists of 10 applications		The wait time at the minigration counter has exceeded 2 hours.
										for work permits, 5 landings, 1 TRP, 3 applications for pre approved work permits, 1		
										application for a post grad work permit and 1 criminality case. With the exception of the TRP		
										and the criminality case, the remainder of these cases are facilitative "flagpole" matters.		
										Immigration cases are being dealt with using a risk-based triage system with attention being		
										paid to high risk cases/enforcement matters, while continuing to process the facilitation		
										stream. The immigration wait time is beginning to impact the staffing other areas of the		
										operation at this time, as traffic volumes on the bridge are requiring the maintaining of		
										additional PIL lines and Bus operations. Management is actively engaged in monitoring the		
										wait time, counselling clients, and assigning priority to cases. We will process all clients who		
										are in our queue, but new cases that arrive will be deferred and allowed to proceed on their		
										current status where applicable. Clients are being counselled to apply online through IRCC		
										for processing of facilitative documentation. Traffic volumes are increasing and focus will be		
										directed to our primary mandates of primary and secondary processing. This SRT will be		
										updated once our Immigration volumes are decreased and we begin providing service for		
										'flagpole' cases. **BXE706 13/06/2018 20:57** The current wait time is now below 2 hours		
										and flagpole applications are being accepted again. This concludes this SRT. BE 14027		
13/06/2018 13:10 S1012096	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706 no	905-354-6754 no	no no	no	no	no		No	
										JEM711 14/06/2018 08:07 The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours.
						1		1		Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		g
								1		consists of approximately 7 work permits, 5 landings, and 15 post graduate work permits.		
						1		1				
										Immigration cases are being dealt with using a risk-based triage system with attention being		
						1		1		paid to high risk cases/enforcement matters, while continuing to process the facilitation		
										stream. Management is actively engaged in monitoring the wait time, counselling clients,		
								1		and assigning priority to cases. We will process all clients who are in our queue, but new		
										cases that arrive will be deferred and allowed to proceed on their current status where		
										applicable. Clients are being counselled to apply online through IRCC for processing of		
										facilitative documentation. As traffic volumes are increase and focus will be directed to our		
										primary mandates of primary and secondary processing. This SRT will be updated once our		
										Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
										BXE706 14/06/2018 21:17 The wait time has been diminished and flagpole applications		
14/06/2018 08:04 \$1012111	1 Southern Ontario	Niagara District	Rainbow Bridge	JEM711 no	905-354-6754 no	n Ino	lno.	lno.	no		No	
1,700,2010 0010 1 01012111	2 douthern dilture	Triagara District	Transport Bridge	52.117.22	303 331 0731 110	, ,,,,		- 1.0	1.0	are now open again. SRT concluded. BE 14027 **MPC125 19/06/2018 08:12** The wait time for service at the Immigration Counter at the		Immigration wait times exceeds two hours at the Rainbow Bridge
												infining action wait times exceeds two flours at the Nambow Bridge
										Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for		
										work permits, 8 landings and 1 refugees Immigration cases are being dealt with using a risk-		
										based triage system with attention being paid to high risk cases/enforcement matters, while		
										continuing to process the facilitation stream. Management is actively engaged in monitoring		
										the wait time, counselling clients, and assigning priority to cases. We will process all clients		
										who are in our queue, but new cases that arrive will be deferred and allowed to proceed on		
										their current status where applicable. Clients are being counselled to apply online through		
										IRCC for processing of facilitative documentation. This SRT will be updated once our		
										Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
										MPC125 19/06/2018 10:30 immigration wait times have subsided at the Immigration		
										Counter, Rainbow Bridge has resumed accepting 'flagpole application' **MPC125		
										19/06/2018 11:54** Once again the wait time for service has exceeded 2 hours a the		
										Rainbow Bridge, flag poles are now closed. The work load presently is as follows: 6 work		
										permits, 4 visitor records, 5 landings, 5 refugees, 1 detention and 4 other non-flag pole		
										related immigration issues. Updates to follow **BXE706 19/06/2018 16:13** The wait time		
										is currently under 2 hours and we are accepting flagpole applications. BE 14027		
19/06/2018 08:06 S1012183	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	905-354-6754 no	no no	no	no	no		No	
								1		**DXW156 26/06/2018 08:45** The wait time at the Immigration counter has exceeded two		The wait time at the Immigration Counter has exceeded two hours.
						1		1		hours. The current backlog consists of 26 work permits, 4 visitor records and 1 Landing. All of		
						1		1		which are flag poles. SRT to be updated when current backlog has been cleared. **DXW156		
										26/06/2018 14:26** Flagpole backlog has now been cleared and the immigration wait time		
26/06/2018 08:41 \$1012302	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-354-6754 no	no	no	no	no	is now below 2 hours. We have resumed accepting flagpole cases.	No	
		1						1		**SXT316 27/06/2018 08:51** The current wait time at the immigration counter is now		Immigration wait exceeding 2 hours.
						1		1		exceeding two hours. The clients currently waiting for service are those who have		g
										"flagpoled" for the purpose of having documents issued. They consist of 10 Landings and 20		
						1		1				
						1		1		Work Permits. Processing of further flagpole cases have been ceased until the clients		
						1		1		awaiting service have been processed. Updates will be provided as needed. **SCF700		
				a						27/06/2018 13:13** The wait time for service at the immigration counter is now less than 2		
27/06/2018 08:45 \$1012319	1 Southern Ontario	Niagara District	Rainbow Bridge	SXT316 no	905-354-6754 no	no no	no	no	no	hours. We are now accepting flagpole cases.	No	
								1		**DXW156 28/06/2018 08:55** The Immigration wait time has exceeded 2 hours. The		Immigration Wait time has exceeded 2 hours
						1		1		current workload consists of 25 work permits, 2 landings and 1 study permit. All cases are		
						1		1		flagpole in nature. SRT to be updated once above backlog has been cleared. **SCF700		
						1		1		28/06/2018 12:28** The wait time is now less than 2 hours. We are now accepting new		
28/06/2018 08:52 S1012344	1 Southern Ontario	Niagara District	Rainbow Bridge	DXW156 no	905-354-6754 no	no no	lno	no	no	flagpole cases.	No	
										SXD319 03/07/2018 20:17 Wait times at the Immigration counter have exceeded two		Flagpoles are closed at Rainbow Bridge
						1		1		hours. Staffing levels have dropped significantly heading into the night shift. Other POE's		OP are closed of mulipow pringe
						1		1				
						1		1		have been contacted but are unable to provide assistance. Based on cases in queue and staff		
02/07/2010 10 50 61612111	1	Nis and Bistolet	0.1.1	CVC240	005 354 655			1		availability it is anticipated that we will not resume accepting flagpoles until 0800 hrs		
03/07/2018 19:59 \$1012440	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	no no	no	no	no	tomorrow morning. This concludes this SRT. No updates will follow	No	

exceeded two hours. The workload presently consists of 18 requests for work permits, 6 landings and 1 examination. Clients are being counter for processing of facilitative documentation. This SRT will be updated when we are able to resume service for 'llappole' cases. **TPF120 04/07/2018 10:06 S1012447 1 Southern Ontario Niagara District Rainbow Bridge LXH205 no 905-354-6754 no no no no no than 2 hours. We are now accepting new flagsing time at the immigration counter Privalent of the processing of the service was time at the immigration counter Privalent of the process of the proces	mmigration wait time has exceeded 2 hours Presently, the service wait time at the Immigration counter is over 2 hours.
exceeded two hours. The workload presently consists of 18 requests for work permits, 6 landings and 1 examination. Clients are being counseline through RicC for processing of facilitative documentation. This SRT will be dup alphy online through RicC for processing of facilitative documentation. This SRT will be dup and the when we are able to resume service for 'flagpole' cases. **TPF120 04/07/2018 21:49** The wait time is now less than 2 hours. We are now accepting new flagpole cases. **Time at the Immigration counter is over 2 hours. There are currently 26 cases waiting to be processed. The clients estending levels consist of 15 BSOs, and 4 BSOs are assigned to Immigration counter. No Network performance issues have been identified with GCMS. Mitgation Measures: Superintendents are triaging waiting clients and fast tracking simple (cases. Conducted by	Presently, the service wait time at the Immigration counter is over 2
landings and 1 examination. Clients are being counseline through IRCC for processing of facilitative documentation. This was real being to deprend the was are able to processing of facilitative documentation. The wait time is now less to resume service for 'flagpole' cases. **TPF120 Q4/07/2018 21:49** The wait time is now less to resume service for 'flagpole' cases. **TPF120 Q4/07/2018 21:49** The wait time is now less than 2 hours. We are now accepting new flagpole cases. This concludes this SRT No **M. January 1.00 Miagra District** **M.J. Pours. We are now accepting new flagpole cases. This concludes this SRT No follows: 4 clients seeking work permits 16 clients seeking work permits 6 clients seeking work permits 16 clients seeking work permits 6 clients seeking andings 1 client seeking visitor record 27 in the proformance issues have been identified with GCMS. Mitgation Measures: Superintendents are triaging waiting clients and fast fracing laces. Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being counsel to Immigration counter. No Network performance issues have been identified with GCMS. Mitgation Measures: Superintendents are triaging waiting clients and fast fracing examination. Requests for Criminality Checks are being conducted by	
processing of facilitative documentation. This SRT will be updated when we are able to resume service for 'flagpole' cases. **TPF120 04/07/2018 1:49** The valit time is now less to than 2 hours. We are now accepting new flags of the company of th	
od/07/2018 10:06 51012447 1 Southern Ontario Niagara District Rainbow Bridge LXH205 no 905-354-6754 no	
04/07/2018 10:06 51012447 1 Southern Ontario Niagara District Rainbow Bridge UXH205 no 905-354-6754 no no no no no than 2 hours. We are now accepting new flagpole cases. This concludes this SRT No "**MIGIZA 05/07/2018 08:34*** Presently, the service wait time at the immigration counter is over 2 hours. There are waiting to be processed. The clientele is as follows: 4 clients seeking work permits 16 clients seeking work permits 6 clients seeking mork permits 6 clients seeking work permits of lients as seeking work permits of lients as fair and the performance issues have been identified with GCMS. Migiation Measures: Superintendents are triaging waiting clients and fast place for subjects awaiting examination. Requests for Criminality Checks are being conducted by	
MJG124 D5/07/2018 08:34 Presently, the service wait time at the Immigration counter is over 2 hours. There are currently 26 cases waiting to be processed. The clientele is as how follows: 4 clients seeking work permits 16 clients seeking work permits 16 clients seeking wisitor record 27 immigration secondary Current staffing levels consist of 15 BSOs, and 4 BSOs are assigned to immigration counter. No Network performance issues have been identified with GCMS. Mitigation Measures: Superintendents are triaging waiting clients saiple cases. On the superior of the subjects awaiting examination. Requests for Criminality Checks are being conducted by	
Is over 2 hours. There are currently 26 cases waiting to be processed. The clientele is as follows: 4 clients seeking work permits 16 clients seeking work permits 16 clients seeking work permits 16 clients seeking wistor received 27 Immigration secondary Current staffing levels consist of 15 BSOs, and 4 BSOs are assigned to Immigration counter. No Network performance issues have been identified with GCMS. Mitigation Measures: Superintendents are triaging waiting clients and place for subjects awaiting examination. Requests for Criminality Checks are being conducted by	
follows: 4 clients seeking work permits 16 clients seeking post grad work permits 6 clients seeking work permits 16 clients seeking work permits 16 clients seeking work permits 16 clients seeking along to grad work permits 6 clients seeking along to grad to grad the gr	
seeking landings 1 client seeking visitor record 27 Immigration secondary Current staffing levels consist of 15 BSOs, and 4 BSOs, are assigned to Immigration content. No Network performance have been identified with measurers: Superintendents are triaging waiting clients and fast tracking simple cases. Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by	iours.
levels consist of 15 BSOs, and 4 BSOs are assigned to Immigration counter. No Network performance issues have been identified with GCMS. Mitigation Measures: Superintendents are triaging waiting clients agringle cases. Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by	
performance issues have been identified with GCMS. Mitigation Measures: Superintendents are triaging waiting clients and fast tracking simple cases. Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by	
are triaging waiting clients and fast tracking simple cases. Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by	
subjects awaiting examination. Requests for Criminality Checks are being conducted by	
Secondary BSOs. Chief Scott is the senior officer s on site and is monitoring the situation.	
Impact: Yes Impact Summary: -Large number of clients waits in buildingOfficers tasked	
with ensuring that no clients leave until they have been processedSecondary area is filling	
up with immigration client's vehicles **MJG124 05/07/2018 11:17** The wait time is now	
less than 2 hours. We are now accepting new flagpole cases. This concludes this SRT	
BJR000 05/07/2018 14:55 Presently the service wait time is greater than two hours.	
There are currently 22 cases waiting to be processed: Work Permits - 12 Landings - 4 Study	
Permits - 2 Section 44 Report - 1 Other Matters - 3 Current staffing levels consist of 28 BSO's	
and 4 assigned to Immigration functions. Mitigation Measures: Superintendents are triaging	
waiting clients and fast tracking simple cases. Control measures are in place for subjects	
awaiting examination. Requests for Criminality Checks are being conducted by Secondary	
BSOs. Chief Scott is the senior officer so on site and is monitoring the situation.	
05/07/2018 08:26 S1012461 1 Southern Ontario Niagara District Rainbow Bridge MJG124 no 905-354-6754 no no no no no no no n	
	mmigration wait time has exceeded two hours.
Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	minigration wate time has exceeded two nodes.
consists of approximately 39 requests for either work permits, landings or study permits.	
Immigration cases are being dealt with using a risk-based triage system with attention being	
paid to high risk cases/enforcement matters, while continuing to process the facilitation	
stream. Management is actively engaged in monitoring the wait time, counselling clients,	
and assigning priority to cases. We will process all clients who are in our queue, but new	
cases that arrive will be deferred and allowed to proceed on their current status where	
applicable. Clients are being counselled to apply online through IRCC for processing of	
facilitative documentation. As traffic volumes increase, the focus will be directed to our	
primary mandates of primary and secondary processing. This SRT will be updated once our	
Immigration volumes decrease and we begin providing service for 'flagpole' cases. **TPF120	
10/07/2018 21::15** The wait time is now less than 2 hours. We are now accepting new	
10/07/2018 08:46 S1012586 1 Southern Ontario Niagara District Rainbow Bridge MJG124 no 905-354-6754 no no no no flagpole cases. This concludes this SRT No	
	Immigration wait times in excess of 2 hours
Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for	ū
work permits, 8 landings. In addition there is also one refugee case, that appears at this time	
to be ineligible. Immigration cases are being dealt with using a risk-based triage system with	
attention being paid to high risk cases/enforcement matters, while continuing to process the	
facilitation stream. Management is actively engaged in monitoring the wait time, counselling	
clients, and assigning priority to cases. We will process all clients who are in our queue, but	
new cases that arrive will be deferred and allowed to proceed on their current status where	
applicable. Clients are being counselled to apply online through IRCC for processing of	
facilitative documentation. This SRT will be updated once our Immigration volumes are	
decreased and we begin providing service for 'flagpole' cases.	
11/07/2018 08:19 S1012604 Southern Ontario Niagara District Rainbow Bridge MPC125 no 905-354-6754 no no no no no no no n	
	mmigration Wiat Time Exceeds 2 Hours
Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for	
work permits, 7 landings, 5 Refugee Claimants and 3 other matters. Immigration cases are	
being dealt with using a risk-based triage system with attention being paid to high risk	
cases/enforcement matters, while continuing to process the facilitation stream.	
Management is actively engaged in monitoring the wait time, counselling clients, and	
assigning priority to cases. We will process all clients who are in our queue, but new cases	
that arrive will be deferred and allowed to proceed on their current status where applicable.	
Clients are being counselled to apply online through IRCC for processing of facilitative	
documentation. Traffic volumes are increasing on assumance documentation. Traffic volumes are increasing and focus will be directed to our primary	
ucumentation: I maint volunies are increasing and ucus wine directed us our jiminary mandates of primary and secondary processing. This SRT will be updated once our	
manoates or primary and secondary and second	
BJR000 12/07/2018 10:59 The immigration wait time is now under two hours. We have	
12/07/2018 08:43 S1012623 Southern Ontario Niagara District Rainbow Bridge BJR000 no 905-354-6754 no no no no no no no n	

							1			**BJR000 17/07/2018 11:50** At this time the wait time at the immigration counter now		Immigration Wait Time Exceeds 2 Hours
										exceeds two hours. Currently the work consists of 17 Work Permits, 2 Confirmation of		
										Permanent Residence, 1 Study Permit, and 5 other non-flag pole related matters.		
										Immigration cases are being dealt with using a risk-based triage system with attention being		
										paid to high risk cases/enforcement matters, while continuing to process the facilitation		
										stream. This SRT will be updated once our Immigration volumes are decreased and we begin		
										providing service for 'flagpole' cases. **BJR000 17/07/2018 15:42** Wait times at the		
										Immigration Counter are now under 2 hours. We have resumed accepting flag pole		
17/07/2018 11:35 S1012713	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no	no	no	no	no	applications. Please consider this SRT now closed.	No	
										BJR000 18/07/2018 12:29 At this time the wait time at the immigration counter now		Immigration Wait Time Exceeds 2 Hours
										exceeds two hours. Currently the work consists of 8 Work Permits, 5 Confirmation of		
										Permanent Residence, 1 Study Permit, 2 Refugee Claimants and 4 other non-flag pole		
										related matters. Immigration cases are being dealt with using a risk-based triage system with		
										attention being paid to high risk cases/enforcement matters, while continuing to process the		
										facilitation stream. This SRT will be updated once our Immigration volumes are decreased		
18/07/2018 12:26 S1012735	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no	no	no	no	no	and we begin providing service for 'flagpole' cases.	No	
										BXE706 19/07/2018 12:27 The wait time for service at the Immigration Counter at the		Flagpoles are now closed at Rainbow Bridge as the wait time has
										Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for		exceeded 2 hours.
										work permits, 4 landings, 5 persons without TRV's and 4 name hits. These cases are		
										facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based		
										triage system with attention being paid to high risk cases/enforcement matters, while		
										continuing to process the facilitation stream. The immigration wait time is beginning to		
										impact the staffing other areas of the operation at this time, as traffic volumes on the bridge		
										are requiring the maintaining of additional PIL lines and Bus operations. Management is		
										actively engaged in monitoring the wait time, counselling clients, and assigning priority to		
										cases. We will process all clients who are in our queue, but new cases that arrive will be		
										deferred and allowed to proceed on their current status where applicable. Clients are being		
										counselled to apply online through IRCC for processing of facilitative documentation. Traffic		
										volumes are increasing and focus will be directed to our primary mandates of primary and		
										secondary processing. This SRT will be updated once our Immigration volumes are decreased		
										and we begin providing service for 'flagpole' cases. **BXE706 19/07/2018 20:29** Flagpoles		
										have reopened and normal processing has resumed. This concludes the SRT BE 14027		
19/07/2018 12:26 S1012749	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706 no	905-354-6754 no	no	no	no	no		No	
										MPC125 24/07/2018 08:30 The wait time for service at the Immigration Counter at the		Immigration Secondary times exceed 2 hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for		
										work permits, 4 landings and 3 Study Permits. Immigration cases are being dealt with using a		
										risk-based triage system with attention being paid to high risk cases/enforcement matters,		
										while continuing to process the facilitation stream. Management is actively engaged in		
										monitoring the wait time, counselling clients, and assigning priority to cases. We will process		
										all clients who are in our queue, but new cases that arrive will be deferred and allowed to		
										proceed on their current status where applicable. Clients are being counselled to apply		
										online through IRCC for processing of facilitative documentation. This SRT will be updated		
										once our Immigration volumes are decreased and we begin providing service for 'flagpole'		
										cases. **MPC125 24/07/2018 12:26** Flagpoles are once again being accepted, Immigration		
										times have decreased to under 2 hours		
24/07/2018 08:27 \$1012823	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	905-354-6754 no	no	no	no	no		No	
	1 1									**SRW000 26/07/2018 08:49** The wait time for service at the Immigration Counter at the		Immigration wait time exceeds 2 hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for		
										work permits, 9 landings, and 1 refugee. Current staffing levels consist of 13 BSOs, and 4		
										accommodated BSOs are assigned to Immigration counter. Mitigation Measures:		
										Management is actively engaged in monitoring the wait time, counselling clients, and		
	1 1									assigning priority to cases. We will process all clients who are in our queue, but new cases		
										that arrive will be deferred and allowed to proceed on their current status where applicable.		
										Clients are being counselled to apply online through IRCC for processing of facilitative		
										documentation. This SRT will be updated once our Immigration volumes are decreased and		
	1 1									we begin providing service for 'flagpole' cases. **SRW000 26/07/2018 16:05** There is no		
26/07/2018 02 17	1 1 5-14 5 1 1	Nie zwe Dietel	Dainhann B. 1	CDWOCC	005 354 5353			l		longer a wait time at immigration. SRT is now considered closed.		
26/07/2018 08:47 \$1012853	1 Southern Ontario	INIAGARA DISTRICT	Rainbow Bridge	SRW000 no	905-354-6757 no	no	no	no	no	MACRITINA C DA JOTI (DOAD AD DOATH TILL AND A	INO	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	1 1									**SXT316 31/07/2018 12:33** The wait time for processing at the Immigration Counter has		Immigration wait time has exceeded 2 hours.
	1 1									exceeded 2hrs. Cases contributing to the wait include: 16 Work Permits 2 Study Permits 10		
										Landings 2 Name Hits 1 44 report There are currently 3 officers scheduled to the		
										Immigration Counter. All clients looking to "flagpole" have been advised that we are not able		
	1 1									to process at this time. When the wait time diminishes, we will reassess our capacity to		
										process those cases. **BXE706 01/08/2018 00:25** The last applications are being		
31/07/2018 12:26 \$1012948	1 Southern Ontario	Niceana District	Rainbow Bridge	SXT316 no	905-354-6754 no			l		processed and the flagpoling has closed for the night. No updates required. Be 14027	No	
121/U//ZU10 12:20 21U12948	1 1 200 Linerin Untario	Iniagara District	Ivaiiinom pridge	Joviote Iuo	1905-354-6/54 NO	Tuo	Ino	Ino	Ino		INO	

										SXD319 14/08/2018 09:12 The wait time for service at the Immigration Counter at the	I	Flagpoles closed at Rainbow Bridge
										Rainbow Bridge has exceeded two hours. The workload presently consists of 9 work permits,		riagpoles closed at Nambow Bridge
										5 Landings, 2 Visitor records, 2 Study permits, 2 pre-approved documents and a client		
										without a TRV. Additionally, we have 2 people seeking Refugee Protection and an		
										examination of a client with possible serious criminality. Immigration cases are being dealt		
										with using a risk-based triage system with attention being paid to high risk		
										cases/enforcement matters, while continuing to process the facilitation stream.		
										Management is actively engaged in monitoring the wait time, counselling clients, and		
										assigning priority to cases. We will process all clients who are in our queue, but new cases		
										that arrive will be deferred and allowed to proceed on their current status where applicable.		
										Clients are being counselled to apply online through IRCC for processing of facilitative		
										documentation. This SRT will be updated once our Immigration volumes are decreased and		
14/08/2018 09:11 S1013195	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	no	no	no	no	we resume accepting 'flagpole' cases.	No	
										MPC125 15/08/2018 12:45 The wait time for service at the Immigration Counter at the		Immigration wait times have exceeded 2 hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for		
										work permits, 3 landings, 3study permits, 1 visitor record, 7 refugees and 12 various other		
										immigration cases. Immigration cases are being dealt with using a risk-based triage system		
										with attention being paid to high risk cases/enforcement matters, while continuing to		
										process the facilitation stream. Management is actively engaged in monitoring the wait		
										time, counselling clients, and assigning priority to cases. We will process all clients who are		
										in our queue, but new cases that arrive will be deferred and allowed to proceed on their		
										current status where applicable. Clients are being counselled to apply online through IRCC		
										for processing of facilitative documentation. This SRT will be updated once our Immigration		
										volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120		
										15/08/2018 22:53** The wait immigration wait time is now under two hours. This concludes		
15/08/2018 12:34 S1013214	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	905-354-6754 no	no	no	no	no	this SRT	No	
										SXD319 21/08/2018 08:22 The wait time for service at the Immigration Counter at the		Flagpole Processing Closed at Rainbow Bridge
										Rainbow Bridge has exceeded two hours. The workload presently consists of 14 work		
										permits and 7 Landings, Additionally, we have 3 people seeking Refugee Protection.		
										Immigration cases are being dealt with using a risk-based triage system with attention being		
										paid to high risk cases/enforcement matters, while continuing to process the facilitation		
										stream. Management is actively engaged in monitoring the wait time, counselling clients,		
										and assigning priority to cases. We will process all clients who are in our queue, but new		
										cases that arrive will be deferred and allowed to proceed on their current status where		
										applicable. Clients are being counselled to apply online through IRCC for processing of		
										facilitative documentation. This SRT will be updated once our Immigration volumes are		
										decreased and we resume accepting 'flagpole' cases. **SXD319 21/08/2018 11:26** The		
										wait time for service at the Immigration counter at the Rainbow Bridge has now fallen below		
										two hours and we have resumed accepting Flagpoles No further updates to follow. This SRT		
21/08/2018 08:18 \$1013347	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	no	no	no	no	is concluded	No	
		_								**BJR000 23/08/2018 17:20** The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds 2 Hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for		minigration waterine execuse 2 months
										work permits, 6 refugee claimants, 2 persons under IRPA arrest, 2 landings, 2 study permits,		
										1 visitor record, 2 name hits, and 1 other matter. Immigration cases are being dealt with		
										using a risk-based triage system with attention being paid to high risk cases/enforcement		
										matters, while continuing to process the facilitation stream. Management is actively		
										engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We		
										will process all clients who are in our queue, but new cases that arrive will be deferred and		
										allowed to proceed on their current status where applicable. Clients are being counselled to		
										apply online through IRCC for processing of facilitative documentation. This SRT will be		
										updated once the wait time is under 2 hours. **BXE706 23/08/2018 20:31** The current		
										caseload at the Immigration counter consists of 14 applications. Given the volume of work		
										and the time remaining on shift, flagpoles are not anticipated to re-open today. Flagpoles		
										will resume at 8:00am on Tuesday August 28th. This concludes the SRT BE 14027		
23/08/2018 17:16 \$1013388	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no	l _{no}	l _{no}	l _{no}	no	with resume at 0.00am on ruesday August 20di. This concludes the 3NT BE 14027	l _{No}	
25, 25, 2515 17:15 51515566	_ Southern Shitario		birage	2511000 1110	303 334 3.34 110	- 1	1	110	-	**MPC125 28/08/2018 08:33** The wait time for service at the Immigration Counter at the		Flag Poles Closed
										, ,		riag roles closed
										Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in cue		
										consists of 20 requests for work permits, 10 landings 3 visitor records. Immigration cases are		
										being dealt with using a risk-based triage system with attention being paid to high risk		
										cases/enforcement matters, while continuing to process the facilitation stream.		
										Management is actively engaged in monitoring the wait time, counselling clients, and		
										assigning priority to cases. We will process all clients who are in our queue, but new cases		
										that arrive will be deferred and allowed to proceed on their current status where applicable.		
										Clients are being counselled to apply online through IRCC for processing of facilitative		
										documentation. As traffic volumes are increase and focus will be directed to our primary		
										mandates of primary and secondary processing. This SRT will be updated once our		
										Immigration volumes are decreased and we begin providing service for 'flagpole' cases		
										TPF120 28/08/2018 19:50 Immigration wait time is now below 2 hours. Flagpole		
28/08/2018 08:28 \$1013472	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	905-354-6754 no			l _{no}	nc		No.	
20/00/2010 00.20 310134/2	1 300thern Ontario	I magai a District	nambow bridge	INIT C123 III0	J-03-334-0734 NO	Lilo	IIIO	Ino	Ino	processing has resumed. SRT closed.	10	

Page													
### Committee of the Committee of Committee							T T				**BXF706.29/08/2018.08:42** The wait time for service at the Immigration Counter at the		Flagnole applications are no longer being accepted at the Rainhow POF
AMERICAN STORY STATE OF THE STA						1 1							Triagpore applications are no longer being accepted at the number 1 of
Appendix of the second power of the control of the						1 1							
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And an analysis of the process of th						1 1							
SECURIOR STATE OF THE PROPERTY						1 1							
SCHOOL SERVICE STATES S						1 1							
Section 1 and 1 an						1 1					cases/enforcement matters, while continuing to process the facilitation stream. The		
The control of the co						1 1					immigration wait time is beginning to impact the staffing other areas of the operation at this		
COMMENSAGE 20 AUTO COMMENSAGE AND AUTO COMMENS						1 1					time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines		
COMMENSAGE 20 AUTO COMMENSAGE AND AUTO COMMENS						1 1							
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Compared registers of their robotic process with billions within the process of the process with the process of the process						1 1							
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Moderation with the processing of the programment of the company o						1 1							
Processing Process P						1 1					directed to our primary mandates of primary and secondary processing. This SRT will be		
A STATE CONTINUE OF THE CONTIN						1 1					updated once our Immigration volumes are decreased and we begin providing service for		
A STATE CONTINUE OF THE CONTIN						1 1					'flagpole' cases. **BJR000 29/08/2018 21:17** Immigration wait time is now under 2 hours.		
Production Section Production Produc						1 1							
*** TRANSPORT AND PROPERTY AND	29/08/2018 08:39 \$1013486	1 Southern Ontario	Niagara District	Rainbow Bridge	BXE706 no	905-354-6754	no no	no	no	no	The nave resumed decepting magpore applications.	No	
International to the control of the							1				**CVD217.20/09/2019.09:21** Procently, the processing wait time at the Immigration		Immigration Wait Time Exceeds Two Hours
Section 1 Section 1 Section 2 Sectio						1 1							Illiningration wait fille Exceeds (Wo flours
SUNCESSES SERVICES SE						1 1			i i				
Septiminary Coloration (Coloration) (Colorat						1 1			1				
15/2004 19 10 Control (1) Supply 2010 to the property of the control of the contr						1 1			1		study permit 3 visitor record 2 refugee claimants Current staffing levels consist of 13 BSOs,		
15/2004 19 10 Control (1) Supply 2010 to the property of the control of the contr						1 1			1		and 3 BSOs are assigned to Immigration counter Mitigation Measures: Superintendents are		
Miles Mile						1 1			1				
Seguing a service of the control of						1 1			1				
Segregation of the segretary of the segr						1 1							
20/20/2018/10-12 (20 June 1997) Provided the supplied of the state of the supplied of the supp						1 1							
**************************************	20/00/2010 00 21	1 6	NI Bistolet	Databass Databas	CVD217	005 354 6754	I I				cleared and we are again accepting nagpole applications at Kainbow. BE 14027	N	
Sixthon design the sounded requirement to the control of permitting control of the control of th	30/08/2018 08:21 51013506	1 Southern Untario	Niagara District	Kainbow Bridge	SXP317 NO	905-354-6754	no no	no	no	no		NO	
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						1		Rainbow Bridge has exceeded two hours. The workload presently consists of 7 work permit		inningration wate time has exceeded 2 flours
						1		and 12 Landings, Additionally, we have 1 person seeking Refugee Protection and non-	·	
						1		flagpole cases waiting service. Immigration cases are being dealt with using a risk-based		
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						1		triage system with attention being paid to high risk cases/enforcement matters, while	_	
						1		continuing to process the facilitation stream. Management is actively engaged in monitoring		
						1		the wait time, counselling clients, and assigning priority to cases. We will process all clients		
						1		who are in our queue, but new cases that arrive will be deferred and allowed to proceed or		
						1		their current status where applicable. Clients are being counselled to apply online through		
						1		IRCC for processing of facilitative documentation. This SRT will be updated once our		
						1		Immigration volumes are decreased and we resume accepting 'flagpole' cases.		
12/09/2018 12:21 S1013710	1 Southern Ontario Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	no	no n	o no		No	
						1		**DXW156 13/09/2018 08:55** Immigration counter wait time has exceeded 2 hours. The		Immigration Wait Time has exceeded two hours.
						1		current workload consists of 16 work permits, 3 landings and 2 study permits. Currently		
						1		there are three BSO's stationed at the Immigration counter actively processing the above.		
						1		Staffing at the Immigration counter may change as traffic increases in other areas of the		
						1		operation. SRT will be updated once wait time falls below 2 hours. **DXW156 13/09/2018		
						1		11:40** The Immigration wait time is now below 2 hours. We have resumed accepting		
13/09/2018 08:42 \$1013722	1 Southern Ontario Niagara District	Rainbow Bridge	DXW156 no	905-354-6754 no	no	no n	o no	flagpole clients.	No	
<u> </u>		, and the second						**JEM711 18/09/2018 08:19** The wait time for service at the Immigration Counter at the		Immigration wait time has exceeded 2 hours.
						1		Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		inimigration wat time has exceeded 2 hours.
						1		consists of approximately 30 requests for either work permits, landings or study permits.		
						1				
						1		Immigration cases are being dealt with using a risk-based triage system with attention bein	5	
						1		paid to high risk cases/enforcement matters, while continuing to process the facilitation		
						1		stream. Management is actively engaged in monitoring the wait time, counselling clients,		
								and assigning priority to cases. We will process all clients who are in our queue, but new		
								cases that arrive will be deferred and allowed to proceed on their current status where		
						1		applicable. Clients are being counselled to apply online through IRCC for processing of		
						1		facilitative documentation. As traffic volumes are increase and focus will be directed to our		
						1		primary mandates of primary and secondary processing. This SRT will be updated once our		
						1				
18/09/2018 08:08 S1013811	1 Southern Ontario Niagara District	Rainbow Bridge	JEM711 no	905-354-6754 no	no	no n	.	Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	
18/09/2018 08:08 31013811	1 Southern Ontario Magara District	Nambow Bridge	JEWI/II IIO	903-334-0734 110	110	110	0 110	**SXT316 19/09/2018 08:51** The wait time for service at the Immigration Counter at the	INO	Immigration wait time has exceeded two hours.
										immigration wait time has exceeded two nours.
						1		Rainbow Bridge has exceeded two hours. The cases currently in queue consists of primarily		
						1		Iflagpole cases and total; work permits (18), Landings (4), Visitor Records (3) and Name		
						1		Hits (2). Management is actively engaged in monitoring the wait time, counselling clients,		
						1		and assigning priority to cases. We will process all clients who are in our queue, but new		
								cases that arrive will be deferred and allowed to proceed on their current status where		
								applicable. Clients are being counselled to apply online through IRCC for processing of		
						1		facilitative documentation. As traffic volumes increase, resources will be directed to primar	,	
						1		processing as needed. This SRT will be updated once our Immigration volumes are below the		
						1			-	
19/09/2018 08:50 S1013833	1 Southern Ontario Niagara District	Rainbow Bridge	SXT316 no	905-354-2377 no	no	no n		two hour threshold and we begin providing service for 'flagpole' cases.	No	
13/03/2018 08:30 31013633	1 Southern Ortano Nagara District	Italiibow bridge	3/1310 110	303-334-2377 110	110	110	0 110	**PIPOOD 20/00/2019 09:E2** The wait time for consist at the Immigration Counter at the	140	Immigration Wait Time Eveneds 3 Hours
						1		**BJR000 20/09/2018 08:53** The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds 2 Hours
						1		Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests fo		
						1		work permits, and 3 landings. All are flagpole matters. Immigration cases are being dealt		
						1		with using a risk-based triage system with attention being paid to high risk		
						1		cases/enforcement matters, while continuing to process the facilitation stream.		
						1		Management is actively engaged in monitoring the wait time, counselling clients, and		
						1		assigning priority to cases. We will process all clients who are in our queue, but new cases		
						1		that arrive will be deferred and allowed to proceed on their current status where applicable	s. [
						1		Clients are being counselled to apply online through IRCC for processing of facilitative		
								documentation. This SRT will be updated once our Immigration volumes are decreased and		
								we begin providing service for 'flagpole' cases. **BJR000 20/09/2018 15:24** Wait time at		
20/09/2018 08:48 \$1013853	1 Southern Ontario Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no			_	the immigration counter is now under two hours. We have resumed accepting flagpole	l _{No}	
20/03/2010 00:48 21013823	1 Southern Ontario Niagara District	rainbow Bridge	ON UUUNLA	905-554-b/54 NO	110	IIIO III	u no	applications.	INO	G
								SXD319 25/09/2018 09:06 The wait time for service at the Immigration Counter at the		flagpole remains closed
						1		Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
						1		consists of either work permits, landings or study permits as well as pre-approved permits.		
						1		Immigration cases are being dealt with using a risk-based triage system with attention bein	:	
						1		paid to high risk cases/enforcement matters, while continuing to process the facilitation		
						1		stream. Management is actively engaged in monitoring the wait time, counselling clients,		
								and assigning priority to cases. We will process all clients who are in our queue, but new		
								cases that arrive will be deferred and allowed to proceed on their current status where		
						1				
								applicable. Clients are being counselled to apply online through IRCC for processing of		
								facilitative documentation. As traffic volumes are increase and focus will be directed to our		
						1		primary mandates of primary and secondary processing. This SRT will be updated once our		
								Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
								SXP317 25/09/2018 23:04 Flagpole will remain closed until tomorrow morning. Curren	t	
								work load: 2 refugee cases 4 immigration matters 1 immigration officer		
25/09/2018 08:40 \$1013929	1 Southern Ontario Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no	no	no n	o no		No	
20,00,202000										

										SCF700 26/09/2018 09:31 The wait time for service at the Immigration Counter at the	Immigration wait time has exceeded 2 hours
										Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	6
										consists of 19 work permits 11 landings, 2 study permits as well as 2 pre-approved permits.	
										Immigration cases are being dealt with using a risk-based triage system with attention being	
										paid to high risk cases/enforcement matters, while continuing to process the facilitation	
										stream. Management is actively engaged in monitoring the wait time, counselling clients,	
										and assigning priority to cases. We will process all clients who are in our queue, but new	
										cases that arrive will be deferred and allowed to proceed on their current status where	
										applicable. Clients are being counselled to apply online through IRCC for processing of	
										facilitative documentation This SRT will be updated once our Immigration volumes are	
										decreased and we begin providing service for 'flagpole' cases. **MPC125 26/09/2018	
26/09/2018 09:28	C1012047	1 Southern Ontario Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 no					13:14** Immigration wait times have now decreased below 2 hours, and therefore flagpoles	
20/03/2018 03.28	31013947	1 30tthern Ontario Wagara District	Mailibow bridge	301700 110	903-334-0754 110	110	IIIO	110	110	were reopened at 1310 hours No **SXT316 27/09/2018 10:43** The wait time for service at the Immigration Counter at the	land land and the state of the
											Immigration wait time exceeding 2 hours
										Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue	
										consists of 18 work permits 12 landings, 4 study permits. In addition, there is currently	
										enforcement ongoing involving serious criminality. Immigration cases are being dealt with	
										using a risk-based triage system with attention being paid to high risk cases/enforcement	
										matters, while continuing to process the facilitation stream. Management is actively	
						1	1			engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We	
										will process all clients who are in our queue, but new cases that arrive will be deferred and	
										allowed to proceed on their current status where applicable. Clients are being counselled to	
										apply online through IRCC for processing of facilitative documentation This SRT will be	
										updated once our Immigration volumes are decreased and we begin providing service for	
										'flagpole' cases. **SCF700 27/09/2018 18:27** As of 1530 hours, the wait time for service at	
										the Immigration Counter is less than 2 hours. Flagpoles are now being accepted. SRT closed	
27/09/2018 10:41	S1013981 1	1 Southern Ontario Niagara District	Rainbow Bridge	SXT316 no	905-354-6754 no	no	no	no	no	No	
										BJR000 02/10/2018 08:04 The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds 2 Hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for	
										work permits, 9 landings, and 1 visitor record. All matters are of a flagpole nature.	
										Immigration cases are being dealt with using a risk-based triage system with attention being	
										paid to high risk cases/enforcement matters, while continuing to process the facilitation	
										stream. Management is actively engaged in monitoring the wait time, counselling clients,	
										and assigning priority to cases. We will process all clients who are in our queue, but new	
										cases that arrive will be deferred and allowed to proceed on their current status where	
										applicable. Clients are being counselled to apply online through IRCC for processing of	
										facilitative documentation. This SRT will be updated once our Immigration volumes are	
										decreased and we begin providing service for 'flagpole' cases. **BJR000 02/10/2018 10:45**	
02/10/2018 08:03		1 Southern Ontario Niagara District	Databass Buldes	BJR000 no	905-354-6754 no					The immigration wait time is now under 2 hours. We have resumed accepting flagpole	
02/10/2018 08:03	51014048	1 Southern Ontario Niagara District	Rainbow Bridge	BJRUUU NO	905-354-6754 NO	по	no	по	no	application. Please consider this SRT now closed.	
										BJR000 02/10/2018 15:30 The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds Two Hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for	
										work permits, 4 landings, 2 study permits and 3 visitor record. All matters are of a flagpole	
										nature. Immigration cases are being dealt with using a risk-based triage system with	
										attention being paid to high risk cases/enforcement matters, while continuing to process the	
						1	1			facilitation stream. Management is actively engaged in monitoring the wait time, counselling	
										clients, and assigning priority to cases. We will process all clients who are in our queue, but	
						1	1			new cases that arrive will be deferred and allowed to proceed on their current status where	
										applicable. Clients are being counselled to apply online through IRCC for processing of	
						1	1			facilitative documentation. This SRT will be updated once our Immigration volumes are	
										decreased and we begin providing service for 'flagpole' cases.	
02/10/2018 15:29	S1014056 1	1 Southern Ontario Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no	no	no	no	no	No	
										AXW012 03/10/2018 11:27 The wait time for service at the Immigration Counter at the	Immigration wait time exceeds 2 hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for	
										work permits, 11 landings, 2 visitor records and one enforcement case. All matters are of a	
						1	1			flagpole nature. Immigration cases are being dealt with using a risk-based triage system with	
										attention being paid to high risk cases/enforcement matters, while continuing to process the	
										facilitation stream. Management is actively engaged in monitoring the wait time, counselling	
										clients, and assigning priority to cases. We will process all clients who are in our queue, but	
						1	1				
						1	1			new cases that arrive will be deferred and allowed to proceed on their current status where	
										applicable. Clients are being counselled to apply online through IRCC for processing of	
										facilitative documentation. This SRT will be updated once our Immigration volumes are	
03/10/2018 11:23	L. 101 40CF	1 Southern Ontario Niagara District	Rainbow Bridge	AXW012 no	905-354-6754 no	1		1	1	decreased and we begin providing service for 'flagpole' cases.	
05/10/2018 11:23	31014003	1 Southern Ontario Miagara District	rainbow bridge	TAYMOTZ IUO	1905-354-6754 Ino	1110	Ino	Ino	no	I No	

												SXT316 04/10/2018 10:20 The wait time for service at the Immigration Counter at the		Immigration wait time exceeding 2 hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for		minigration wait time exceeding 2 nours
												work permits, 4 landings, 2 study permits and one enforcement case. The majority of		
												matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based		
												triage system with attention being paid to high risk cases/enforcement matters, while		
												continuing to process the facilitation stream. Management is actively engaged in monitoring		
												the wait time, counselling clients, and assigning priority to cases. We will process all clients		
												who are in our queue, but new cases that arrive will be deferred and allowed to proceed on		
												their current status where applicable. Clients are being counselled to apply online through		
												IRCC for processing of facilitative documentation. This SRT will be updated once our		
04/10/2018 10:18 \$1014081	1 Southern Ontario	Niogara District	Rainbow Bridge	SXT316 no		05-354-6754 r		.		.		Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	
04/10/2018 10:18 31014081	1 Southern Ontario	Nidgara District	Nambow bridge	371219 110	9	05-554-6754	10	0	110	,	110	**BJR000 09/10/2018 08:33** The wait time for service at the Immigration Counter at the	NO	In the second of
														Immigration Wait Time Exceeds 2 Hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for		
												work permits, and 9 landings. All are flagpole matters. Immigration cases are being dealt		
												with using a risk-based triage system with attention being paid to high risk		
												cases/enforcement matters, while continuing to process the facilitation stream.		
												Management is actively engaged in monitoring the wait time, counselling clients, and		
												assigning priority to cases. We will process all clients who are in our queue, but new cases		
												that arrive will be deferred and allowed to proceed on their current status where applicable.		
												Clients are being counselled to apply online through IRCC for processing of facilitative		
												documentation. This SRT will be updated once our Immigration volumes are decreased and		
												we begin providing service for 'flagpole' cases. **BJR000 09/10/2018 13:07** The wait time		
												at the immigration counter is now under 2 hours. We have resumed accepting flagpole		
09/10/2018 08:30 \$1014170	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	9	05-354-6754 r	no n	0	no r	·	no	applications. Please consider this SRT now closed.	No	
												JEM711 10/10/2018 10:32 The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds 2 Hours
												Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue		
												consists of approximately 30 requests for either work permits, landings or study permits.		
												Immigration cases are being dealt with using a risk-based triage system with attention being		
												paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients,		
												and assigning priority to cases. We will process all clients who are in our queue, but new		
												cases that arrive will be deferred and allowed to proceed on their current status where		
												applicable. Clients are being counselled to apply online through IRCC for processing of		
												facilitative documentation. As traffic volumes are increase and focus will be directed to our		
												primary mandates of primary and secondary processing. This SRT will be updated once our		
10/10/2018 10:29 \$1014188	1 Southern Ontario	Niagara District	Rainbow Bridge	JEM711 no		05-354-6754 r	. .	_	_			Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
10/10/2018 10:23 31014188	1 Southern Ontario	Nagara District												
						03-334-0734 1	10	•	no r	,	no	****I C137 11/10/2010 00:35** The contribution of the land of the	No	In an investigation Mais Time Consends True Harris
						03-334-0754	10		no r)	no	**MLC137 11/10/2018 08:25** The wait time for service at the Immigration Counter at the	No	Immigration Wait Time Exceeds Two Hours
						03-334-0734	10	o .	no r)	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for	No	Immigration Wait Time Exceeds Two Hours
						05-354-0754	10	O .	no r)	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature.	No	Immigration Wait Time Exceeds Two Hours
						05-554-0754	10		no r)	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being	No	Immigration Wait Time Exceeds Two Hours
						03-334-0734 1			no r		no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation	No	Immigration Wait Time Exceeds Two Hours
						03-334-0734 1			no r	5	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients,	No	Immigration Wait Time Exceeds Two Hours
						03-334-0734			10 1)	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new	No	Immigration Wait Time Exceeds Two Hours
						03-334-0734		·	10 1		no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where	No	Immigration Wait Time Exceeds Two Hours
						03-334-0734			10 1		no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new	No	Immigration Wait Time Exceeds Two Hours
						3334-0734			100		no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where	No	Immigration Wait Time Exceeds Two Hours
						33340734			110		no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of	No	Immigration Wait Time Exceeds Two Hours
									no r		no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are	No	Immigration Wait Time Exceeds Two Hours
11/10/2018 08:22 \$1014208	1 Southern Ontario	Niagara District	Rainbow Bridge	MLC137 no	9	05-354-6754 r		0	no r		no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MLC13711/10/2018 15:05** The Immigration Wait Time at the Rainbow Bridge is under 2 hours. Flagpole processing will now resume. SRT closed.	No No	Immigration Wait Time Exceeds Two Hours
11/10/2018 08:22 \$1014208	1 Southern Ontario	Niagara District	Rainbow Bridge		9			0	no r	0	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and we begin providing service for "flagpole" cases. **MLC137 11/10/2018 15:05** The Immigration Wait Time at the Rainbow Bridge is under 2 hours. Flagpole	No	Immigration Wait Time Exceeds Two Hours
11/10/2018 08:22 \$1014208	1 Southern Ontario	Niagara District	Rainbow Bridge		9			0	no r	0	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MLC13711/10/2018 15:05** The Immigration Wait Time at the Rainbow Bridge is under 2 hours. Flagpole processing will now resume. SRT closed.	No	
11/10/2018 08:22 \$1014208	1 Southern Ontario	Niagara District	Rainbow Bridge		9			0	no r	0	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MIC137 11/10/2018 15:05** The Immigration Wait Time at the Rainbow Bridge is under 2 hours. Flagpole processing will now resume. SRT closed. **AXW012 16/10/2018 08:31** The wait time for service at the Immigration Counter at the	No	
11/10/2018 08:22 \$1014208	1 Southern Ontario	Niagara District	Rainbow Bridge		9			0	no r		no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MLC137 11/10/2018 15:05** The Immigration Wait Time at the Rainbow Bridge is under 2 hours. Flagpole processing will now resume. SRT closed. **AXW012 16/10/2018 08:31** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits, 2 landings, 2 visitor records. All matters are of a flagpole nature. Immigration	No	
11/10/2018 08:22 \$1014208	1 Southern Ontario	Niagara District	Rainbow Bridge		9			0	no r		no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and we begin providing service for "flagpole" cases. **MLCI37 11/10/2018 15:05** The Immigration Wait Time at the Rainbow Bridge is under 2 hours. Flagpole processing will now resume. SRT closed. **AXWO12 16/10/2018 08:31** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for	No No	
11/10/2018 08:22 \$1014208	1 Southern Ontario	Niagara District	Rainbow Bridge		9			0	no r	5	no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MLC137 11/10/2018 15:05** The Immigration Wait Time at the flainbow Bridge is under 2 hours. Flagpole processing will now resume. SRT closed. **AXW012 16/10/2018 08:31** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits, 2 landings, 2 visitor records. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream.	No	
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	1 Southern Ontario	Niagara District		MLC137 no	9	05-354-6754 r	no n	0	no r		no no	Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based thiage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MLC137 11/10/2018 15:05** The Immigration Wait Time at the Rainbow Bridge is under 2 hours. Flagpole processing will now resume. SRT closed. **AXW012 16/10/2018 08:31** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits, 2 landings, 2 visitor records. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and we begin providing service for "flagpole' cases. **SCF00 17/10/2018 10:03** The wait time for service at the Immigration Counter at the Rai	No No	Immigration Counter Wait time over two hours

								1	**SXD319 18/10/2018 12:54** The wait time for service at the Immigration Counter at the	Immigration Wait Time Exceeds 2 hours
									Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for	miningration waternine exceeds 2 nours
									work permits, 5 landings and 2 additional Immigration cases. Immigration cases are being	
									dealt with using a risk-based triage system with attention being paid to high risk	
									cases/enforcement matters, while continuing to process the facilitation stream.	
									Management is actively engaged in monitoring the wait time, counselling clients, and	
						1			assigning priority to cases. We will process all clients who are in our queue, but new cases	
						1			that arrive will be deferred and allowed to proceed on their current status where applicable.	
						1			Clients are being counselled to apply online through IRCC for processing of facilitative	
						1			documentation. This SRT will be updated once our Immigration volumes are decreased and	
						1			we begin providing service for 'flagpole' cases. **SXD319 18/10/2018 14:50** The service	
						1				
10/10/2010 12:52	61014303	Nicoraham Ostoria Nicora Bistoist	Baiahan Baidaa	CVD210	005 354 6754			1	wait time at the Immigration counter has dropped below 2 hours. Flagpoles have now re-	
18/10/2018 12:53	51014303	1 Southern Ontario Niagara District	Rainbow Bridge	SXD319 no	905-354-6754 no r	no no	no	no	opened This concludes this SRT No	
						1			**BJR000 23/10/2018 08:39** The wait time for service at the Immigration Counter at the	Immigration Wait Time is over 2 Hours
						1			Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for	
									work permits, 5 landings, 1 Refugee. With the exception of the refugee, the remainder of	
						1			these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a	
						1			risk-based triage system with attention being paid to high risk cases/enforcement matters,	
						1			while continuing to process the facilitation stream. Management is actively engaged in	
									monitoring the wait time, counselling clients, and assigning priority to cases. We will process	
						1			all clients who are in our queue, but new cases that arrive will be deferred and allowed to	
						1			proceed on their current status where applicable. Clients are being counselled to apply	
						1			online through IRCC for processing of facilitative documentation. This SRT will be updated	
									once our Immigration volumes are decreased and we begin providing service for 'flagpole'	
	1 1	1								
						1			cases. **SCF700 23/10/2018 14:07** The wait time for service at the Immigration Counter at	
									the Rainbow Bridge is now less than 2 hrs. We are now accepting new flagpoles cases.	
23/10/2018 08:32	S1014387 1	1 Southern Ontario Niagara District	Rainbow Bridge	BJR000 no	905-354-6754 no r	no no	no	no	No.	
									MLC137 24/10/2018 08:22 The wait time for service at the Immigration Counter at the	Immigration wait time exceeds 2 hours
									Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for	
						1			work permits and 4 landings. All matters are of a flagpole nature. Immigration cases are	
						1			being dealt with using a risk-based triage system with attention being paid to high risk	
						1			cases/enforcement matters, while continuing to process the facilitation stream.	
									Management is actively engaged in monitoring the wait time, counselling clients, and	
						1			assigning priority to cases. We will process all clients who are in our queue, but new cases	
									that arrive will be deferred and allowed to proceed on their current status where applicable.	
									Clients are being counselled to apply online through IRCC for processing of facilitative	
									documentation. This SRT will be updated once our Immigration volumes are decreased and	
24/10/2018 08:19	S1014408 1	1 Southern Ontario Niagara District	Rainbow Bridge	MLC137 no	905-354-6754 no r	no Ino	Ino	Ino	we begin providing service for 'flagpole' cases.	
							IIIO	IIU		
							110	IIIO		Immigration Flag Poles are closed
							lio lio	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the	Immigration Flag Poles are closed
							110	IIO	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue	Immigration Flag Poles are closed
							lio	no no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases	Immigration Flag Poles are closed
								IIIO	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 20 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk	Immigration Flag Poles are closed
								110	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream.	Immigration Flag Poles are closed
								no no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 20 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk	Immigration Flag Poles are closed
							IIV	IIO	**MPC125 25/10/2018 09:01 ** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and	Immigration Flag Poles are closed
							ino ino	iio	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 20 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases	Immigration Flag Poles are closed
								110	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable.	Immigration Flag Poles are closed
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25/10/2018 08:57	S1014434	1 Southern Ontario Niagara District	Rainbow Bridge	MPC125 no	905-354-6754 no	no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 20 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary	Immigration Flag Poles are closed
25/10/2018 08:52	S1014434 1	1 Southern Ontario Niagara District	Rainbow Bridge	MPC125 no		no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 20 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases	
25/10/2018 08:52	S1014434 1	1 Southern Ontario Niagara District	Rainbow Bridge	MPC125 no		no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 20 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **YEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting	Immigration Flag Poles are closed ** Red Gun Scenarios ** ** Pedestrian Walkway **
25/10/2018 08:52	S1014434 1	1 Southern Ontario Niagara District	Rainbow Bridge	MPC125 no		no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases No **IEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h.	
25/10/2018 08:52	S1014434 1	I Southern Ontario Niagara District	Rainbow Bridge	MPC125 no		no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 20 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **YEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting	
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25/10/2018 08:52	51014434 1	I Southern Ontario Niagara District	Rainbow Bridge	MPC125 no		no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCG for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific	
25/10/2018 08:52	51014434 1	1 Southern Ontario Niagara District	Rainbow Bridge	MPC125 no		no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised.	
					905-354-6754 no r	no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCG for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific	
25/10/2018 08:52 28/10/2018 09:19		Southern Ontario Niagara District Niagara District Southern Ontario Niagara District	Rainbow Bridge	MPC125 no		no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 20 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now closed.	
					905-354-6754 no r	no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now	
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	51014483				905-354-6754 no r	no no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **IEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 03:35** Red gun scenarios are now concluded. This SRT is now closed. **SCF700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dea	** Red Gun Scenarios ** ** Pedestrian Walkway **

								Ι	1			**SCF700 06/11/2018 08:57** The wait time for service at the Immigration Counter at the		Immigration wait time exceeds 2 hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for		
												work permits, 1 study permit and 9 landings. All matters are of a flagpole nature.		
												Immigration cases are being dealt with using a risk-based triage system with attention being		
												paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients,		
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												facilitative documentation. This SRT will be updated once our Immigration volumes are		
												decreased and we begin providing service for 'flagpole' cases. **TPF120 06/11/2018 22:45**		
												The wait time for service at the Immigration Counter at the Rainbow Bridge is now less than		
												2 hrs. We are now accepting new flagpoles cases. SRT closed		
06/11/2018 08:46 \$1014623	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700 no	.	905-354-6754	no	lno.	l _{no}	l _{no}	no	2 nrs. we are now accepting new flagpoles cases. Ski closed	No	
00/11/2010 00:40 51014025	1 Journal of Contains	Triagara District	nambow bridge	301700 110	- 	303 334 0734	110	110	110		110	**SXD319 07/11/2018 11:41** The wait time for service at the Immigration Counter at the	110	Immigration Counter Wait Time Exceeds 2 Hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for		minigration counter watering execuse riours
												work permits, 4 landings and a Visitor Record. All matters are of a flagpole nature.		
												Immigration cases are being dealt with using a risk-based triage system with attention being		
												paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients,		
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												applicable. Clients are being counselled to apply online through IRCC for processing of		
						905-354-6754						facilitative documentation. This SRT will be updated once our Immigration volumes are		
07/11/2018 11:39 S1014642	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319 no	, ,	905-354-6754	no	no	no	no	no	decreased and we begin providing service for 'flagpole' cases.	No	
												AXW012 13/11/2018 08:27 The wait time for service at the Immigration Counter at the		Immigration wait time exceeding 2 hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 17requests for		
												work permits, 4 landings and 4 refugee cases. All matters are of a flagpole nature.		
												Immigration cases are being dealt with using a risk-based triage system with attention being		
												paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients,		
												and assigning priority to cases. We will process all clients who are in our queue, but new		
												cases that arrive will be deferred and allowed to proceed on their current status where		
												applicable. Clients are being counselled to apply online through IRCC for processing of		
												facilitative documentation. This SRT will be updated once our Immigration volumes are		
13/11/2018 08:23 S1014724	1 Southern Ontario	Niagara District	Rainbow Bridge	AXW012 no	o .	905-354-6754	no	no	no	no	no	decreased and we begin providing service for 'flagpole' cases.	No	
												SXT316 14/11/2018 08:43 The wait time for service at the Immigration Counter at the		Two hour wait time at the Immigration counter.
												Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for		
												work permits, 11 landings, 2 study permits and 2 refugee cases. All requests for facilitation		
												documents are of a flagpole nature. Immigration cases are being dealt with using a triage		
												system to identify high risk cases and enforcement matters. These cases will take priority		
												while continuing to process the facilitation stream as appropriate. Management is actively		
												engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We		
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								no	no	no	no	engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' casese. **BIRO00 20/11/2018 10:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for work permits, 2 landings, 2 study permits, and 3 no visa. With the exception of the no visa cases, the remainder of these are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 22/11/2018 10:12** The wait time for service at the Immigration Counter at the substance of the providing service for 'flagpole' cases. **SCF700 22/11/2018 10:12** The wait time for service at the Immigration Counter at the lamingration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We w	No No	ŭ
20/11/2018 09:59 \$1014828	1 Southern Ontario	Niagara District	Rainbow Bridge	BJR000 no	о ,	905-354-6754	no	no	no	no	no	engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BIR000 20/11/2018 10:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for work permits, 2 landings, 2 study permits, and 3 no visa. With the exception of the no visa cases, the remainder of these are facilitative 'flagpole' matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 22/11/2018 10:12** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for work permits, 1 study permit and 13 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assign	No No	ŭ
	1 Southern Ontario	Niagara District			о ,		no	no	no	no	no	engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' casese. **BIRO00 20/11/2018 10:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for work permits, 2 landings, 2 study permits, and 3 no visa. With the exception of the no visa cases, the remainder of these are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 22/11/2018 10:12** The wait time for service at the Immigration Counter at the substance of the providing service for 'flagpole' cases. **SCF700 22/11/2018 10:12** The wait time for service at the Immigration Counter at the lamingration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We w	No No	ŭ

								1	1	**SCF700 28/11/2018 12:21** The wait time for service at the Immigration Counter at the		Immigration wait time exceeds 2 hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for		
										work permits and 11 landings. All matters are of a flagpole nature. Immigration cases are		
										being dealt with using a risk-based triage system with attention being paid to high risk		
										cases/enforcement matters, while continuing to process the facilitation stream.		
										Management is actively engaged in monitoring the wait time, counselling clients, and		
										assigning priority to cases. We will process all clients who are in our queue, but new cases		
										that arrive will be deferred and allowed to proceed on their current status where applicable.		
										Clients are being counselled to apply online through IRCC for processing of facilitative		
										documentation. This SRT will be updated once our Immigration volumes are decreased and		
28/11/2018 12:16 S1014973	1 Southern Ontario	Niagara District	Rainbow Bridge	SCF700 no	905-354-6754 n	o no	no	no	no	we begin providing service for 'flagpole' cases.	No	
										CJP701 04/12/2018 10:29 The wait time for service at the Immigration Counter at the		Immigration wait time exceeding 2 hours.
										Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for		
										work permits, 3 landings, 2 pre-approved study permits and 1 entry for further examination		
										for court. All matters are of a flagpole nature. Immigration cases are being dealt with using a		
										risk-based triage system with attention being paid to high risk cases/enforcement matters,		
										while continuing to process the facilitation stream. Management is actively engaged in		
										monitoring the wait time, counselling clients, and assigning priority to cases. We will process		
										all clients who are in our queue, but new cases that arrive will be deferred and allowed to		
										proceed on their current status where applicable. Clients are being counselled to apply		
									1	online through IRCC for processing of facilitative documentation. This SRT will be updated		
									1	once our Immigration volumes are decreased and we begin providing service for 'flagpole'		
									1	cases. **CJP701 04/12/2018 14:49** Immigration wait has been reduced. Accepting		
									1	flagpoles. **CJP701 04/12/2018 15:57** The wait time for service at the Immigration		
									1	Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of		
									1	9 requests for work permits, 4 landings, 2 pre-approved study permits and 4 in-eligible		
									1	refugees from Honduras.Immigration cases are being dealt with using a risk-based triage		
									1	system with attention being paid to high risk cases/enforcement matters, while continuing		
										to process the facilitation stream. Management is actively engaged in monitoring the wait		
										time, counselling clients, and assigning priority to cases. We will process all clients who are		
										in our queue, but new cases that arrive will be deferred and allowed to proceed on their		
										current status where applicable. Clients are being counselled to apply online through IRCC		
										for processing of facilitative documentation. This SRT will be updated once our Immigration		
04/12/2018 10:27 \$1015075	1 Southern Ontario	Niagara District	Rainbow Bridge	CJP701 no	905-354-6754 n	no no	l _{no}	no	no	volumes are decreased and we begin providing service for 'flagpole' cases.	No.	
,,		0						-	1	**AXW012 05/12/2018 08:45** The wait time for service at the Immigration Counter at the		Immigration wait time exceeds two hours
										Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for		
										work permits, 1 landing and 4 study permits. All matters are of a flagpole nature.		
										Immigration cases are being dealt with using a risk-based triage system with attention being		
										paid to high risk cases/enforcement matters, while continuing to process the facilitation		
										stream. Management is actively engaged in monitoring the wait time, counselling clients,		
										and assigning priority to cases. We will process all clients who are in our queue, but new		
										cases that arrive will be deferred and allowed to proceed on their current status where		
										applicable. Clients are being counselled to apply online through IRCC for processing of		
										facilitative documentation. This SRT will be updated once our Immigration volumes are		
										decreased and we begin providing service for 'flagpole' cases. **TPF120 05/12/2018 12:53**		
										Immigration wait times is now under 2 hours. We are currently accepting flagpoles. SRT		
05/12/2018 08:38 \$1015100	1 Southern Ontario	Niagara District	Rainbow Bridge	AXW012 no	905-354-6754 n	o no	no	no	no	closed	No	
										SXT316 13/12/2018 16:20 The wait time for service at the Immigration Counter at the		Immigration Wait time exceeding 2 hours.
										Rainbow Bridge has exceeded two hours. The workload presently consists of 4 requests for		
										work permits, 2 landing and 3 study permits. All matters are of a flagpole nature. In addition		
										there are currently 9 refugee cases being processed. Immigration cases are being dealt with		
									1	using a risk-based triage system with attention being paid to high risk cases/enforcement		
										matters, while continuing to process the facilitation stream. Management is actively		
									1	engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We		
										will process all clients who are in our queue, but new cases looking to "flagpole" will be		
									1	deferred and allowed to proceed on their current status where applicable. Clients are being		
									1	counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decrease below the 2 hour threshold.		
13/12/2018 16:16 \$1015177	1 Southern Ontario	Niagara District	Rainbow Bridge	SXT316 no	905-354-6754 n	no	no	lno	lno	Skil will be appeared once our infinity ation volumes are decrease below the 2 hour threshold.	No	
,,					223 334 0,34 11	1.0	1	1	1	**TPF120 18/12/2018 11:22** The wait time for service at the Immigration Counter at the		Immigration wait time exceeding 2 hours
									1	Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for		C. C
										work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports		
									1	underway for serious criminality. Immigration cases are being dealt with using a risk-based		
									1	triage system with attention being paid to high risk cases/enforcement matters, while		
										continuing to process the facilitation stream. Management is actively engaged in monitoring		
										the wait time, counselling clients, and assigning priority to cases. We will process all clients		
										who are in our queue, but new cases that arrive will be deferred and allowed to proceed on		
									1	their current status where applicable. Clients are being counselled to apply online through		
			l	1 1 1	1		i i		1	IRCC for processing of facilitative documentation. This SRT will be updated once our		
	1	1	l l									
										Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
										Immigration volumes are decreased and we begin providing service for 'flagpole' cases.		
18/12/2018 11:17 \$1015234	1 Southern Ontario	Niagara District	Rainbow Bridge	TPF120 no	905-354-6754 n	o no	no	no	no	Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 18/12/2018 13:22** Immigration wait times is now under 2 hours. We are	No	

										1			**SXT316 19/12/2018 09:36** The wait time for service at the Immigration Counter at the	T	Immigration Wait time exceeding 2 hour.
													Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for		minigration wait time exceeding 2 nour.
													work permits, 6 landings and 4 study permits. All cases are currently [flagpoles.]		
													Immigration cases are being dealt with using a risk-based triage system with attention being		
													paid to high risk cases/enforcement matters, while continuing to process the facilitation		
													stream. Management is actively engaged in monitoring the wait time, counselling clients,		
													and assigning priority to cases. We will process all clients who are in our queue, but new		
													cases that arrive will be deferred and allowed to proceed on their current status where		
													applicable. Clients are being counselled to apply online through IRCC for processing of		
19/12/2018 09:34 S1	015247	1 Southern Ontario	Nicasa District	Rainbow Bridge	SXT316		095-354-6754						facilitative documentation. This SRT will be updated once our Immigration volumes are	No	
19/12/2016 09:54 51	1015247	1 Southern Ontario	Niagara District	Nambow Bridge	371210	110	095-554-6754	110	110	110	110	110	decreased and we begin providing service for 'flagpole' cases. **MLC137 27/12/2018 08:21** The wait time for service at the Immigration Counter at the	INO	Immigration Wait Time Exceeds 2 Hours
													Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for		Illinigration wait time exceeds 2 nours
													work permits and 12 landings. All matters are of a flagpole nature. Immigration cases are		
													being dealt with using a risk-based triage system with attention being paid to high risk		
													cases/enforcement matters, while continuing to process the facilitation stream. 2 refugee		
													cases are also being processed. Management is actively engaged in monitoring the wait		
													time, counselling clients, and assigning priority to cases. We will process all clients who are		
													in our queue, but new cases that arrive will be deferred and allowed to proceed on their		
													current status where applicable. Clients are being counselled to apply online through IRCC		
													for processing of facilitative documentation. This SRT will be updated once our Immigration		
													volumes are decreased and we begin providing service for 'flagpole' cases.		
27/12/2018 08:18 S1	015363	1 Southern Ontario	Niagara District	Rainbow Bridge	MLC137	no	905-354-6754	no	no	no	no	no		No	
										1			**AXW012 02/01/2019 13:44** The wait time for service at the Immigration Counter at the	1	Immigration Wait Time Exceeds 2 Hours
										1			Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for		
													work permits, 8 landings, and 1 other. All matters are of a flagpole nature. Immigration		
													cases are being dealt with using a risk-based triage system with attention being paid to high		
													risk cases/enforcement matters, while continuing to process the facilitation stream.		
													Management is actively engaged in monitoring the wait time, counselling clients, and		
													assigning priority to cases. We will process all clients who are in our queue, but new cases		
													that arrive will be deferred and allowed to proceed on their current status where applicable.		
													Clients are being counselled to apply online through IRCC for processing of facilitative		
													documentation. This SRT will be updated once our Immigration volumes are decreased and		
02/01/2019 13:38 \$1	015434	1 Southern Ontario	Niagara District	Rainbow Bridge	AXW012	no	905-354-6754	no	no	no	no	no	we begin providing service for 'flagpole' cases.	No	
			_										**SXD319 03/01/2019 09:29** The wait time for service at the Immigration Counter at the		Immigration Service Time exceeds two hours
													Rainbow Bridge has exceeded two hours. The workload presently consists of 11 requests for		
													work permits, 2 Visitor Records, 1 study permit and 12 landings. All matters are of a flagpole		
													nature. Immigration cases are being dealt with using a risk-based triage system with		
													attention being paid to high risk cases/enforcement matters, while continuing to process the		
													facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
													clients, and assigning priority to cases. We will process all clients who are in our queue, but		
													new cases that arrive will be deferred and allowed to proceed on their current status where		
													applicable. Clients are being counselled to apply online through IRCC for processing of		
													facilitative documentation. This SRT will be updated once our Immigration volumes are		
03/01/2019 09:20 S1	015430	1 Southern Ontario	Ni Di-t-i-t	Rainbow Bridge	SXD319		905-354-6754			1	1		decreased and we begin providing service for 'flagpole' cases.	N-	
03/01/2019 09.20 31	1013439	1 30utiletti Ontario	Niagara District	Railibow Bridge	370313	110	903-334-0734	ПО	110	110	110	110	**TD5400.00/04/0040.40.00** TI	NO	
													TPF120 08/01/2019 13:28 The wait time for service at the Immigration Counter at the		Immigration Service Time exceeds two hours at Rainbow Bridge
													Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for		
													work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 Immigration		
													secondary. Immigration cases are being dealt with using a risk-based triage system with		
													attention being paid to high risk cases/enforcement matters, while continuing to process the		
										1			facilitation stream. Management is actively engaged in monitoring the wait time, counselling		
										1			clients, and assigning priority to cases. We will process all clients who are in our queue, but	1	
										1			new cases that arrive will be deferred and allowed to proceed on their current status where		
										1			applicable. Clients are being counselled to apply online through IRCC for processing of		
										1			facilitative documentation. This SRT will be updated once our Immigration volumes are		
													decreased and we begin providing service for 'flagpole' cases. **MXS873 08/01/2019		
													16:05** Immigration wait times are no longer over 2 hours. Flagpoles are now open. SRT is		
08/01/2019 13:24 S1	.015489	1 Southern Ontario	Niagara District	Rainbow Bridge	TPF120	no	905-354-6754	no	no	no	no	no	now closed.	No	
													SXD319 09/01/2019 08:41 The wait time for service at the Immigration Counter at the		Immigration Wait Time Exceeds 2 Hours
										1			Rainbow Bridge has exceeded two hours. The workload presently consists of 16 Work		
					1 1					1			Permits, 1 COPR, 2 Study Permits and 2 Visitor Records. All matters are of a flagpole nature.		
										1			There is also an Immigration Enforcement examination in progress. Immigration cases are	1	
										1			being dealt with using a risk-based triage system with attention being paid to high risk	1	
										1			cases/enforcement matters, while continuing to process the facilitation stream.	1	
										1			Management is actively engaged in monitoring the wait time, counselling clients, and		
										1			assigning priority to cases. We will process all clients who are in our queue, but new cases	1	
										1			that arrive will be deferred and allowed to proceed on their current status where applicable.	1	
										1			Clients are being counselled to apply online through IRCC for processing of facilitative	1	
										1			documentation. This SRT will be updated once our Immigration volumes are decreased and		
										1			we begin providing service for 'flagpole' cases. **SXD319 09/01/2019 14:40** Immigration		
										1					
09/01/2019 08:37 S1	015501	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no	905-354-6754	no	l _{no}	Ino	Ino	no	Wait Times have fallen below 2 hours Flagpole processing has resumed SRT is now closed.	No	
35,52,2515 00.57 31	- 20002	ajooda.cm ontano	1	bridge	3/10313		303 334 0734		I com	1	1	1	No further updates	1	1

				T T		T					1	**SXD319 10/01/2019 08:54** The wait time for service at the Immigration Counter at the	I	Immigration Wait Time Exceeds 2 Hours
				1 1								Rainbow Bridge has exceeded two hours. The workload presently consists of 16 Work		minigration waterine exceeds 2 mours
												Permits and 1 COPR. All matters are of a flagpole nature Immigration cases are being dealt		
												with using a risk-based triage system with attention being paid to high risk		
												cases/enforcement matters, while continuing to process the facilitation stream.		
												Management is actively engaged in monitoring the wait time, counselling clients, and		
												assigning priority to cases. We will process all clients who are in our queue, but new cases		
												that arrive will be deferred and allowed to proceed on their current status where applicable.		
												Clients are being counselled to apply online through IRCC for processing of facilitative		
												documentation. This SRT will be updated once our Immigration volumes are decreased and		
												we begin providing service for 'flagpole' cases. **SXD319 10/01/2019 17:30** Flagpole		
												Processing resumed at 1600 hrs when the Immigration Wait Time fell below 2 hours No		
10/01/2019 08:53 \$1015517	1 Southern Ontario	Niagara District	Rainbow Bridge	SXD319 no	g	905-354-6754	no I	no	no	no	no	further updates. SRT closed	No	
		_	-									**MLC137 15/01/2019 08:17** The wait time for service at the Immigration Counter at the		Immigration Wait Time is over 2 Hours
												Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for		
												work permits, 4 landings, and 1 student permit record. All matters are of a flagpole nature.		
												Immigration cases are being dealt with using a risk-based triage system with attention being		
												paid to high risk cases/enforcement matters, while continuing to process the facilitation		
												stream. Management is actively engaged in monitoring the wait time, counselling clients,		
												and assigning priority to cases. We will process all clients who are in our queue, but new		
												cases that arrive will be deferred and allowed to proceed on their current status where		
												applicable. Clients are being counselled to apply online through IRCC for processing of		
												facilitative documentation. This SRT will be updated once our Immigration volumes are		
												decreased and we begin providing service for 'flagpole' cases.		
15/01/2019 08:14 \$1015570	1 Southern Ontario	Niagara District	Rainbow Bridge	MLC137 no		905-354-6754	no li	no	no	no	no	decreased and the begin providing service for magpone cases.	No	
		-										**MPC125 17/01/2019 08:26** The wait time for service at the Immigration Counter at the		Flag Poles Closed
												Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for		
												work permits, 4 landings and 4 visitor records. Immigration cases are being dealt with using		
												a risk-based triage system with attention being paid to high risk cases/enforcement matters,		
												while continuing to process the facilitation stream. Management is actively engaged in		
												monitoring the wait time, counselling clients, and assigning priority to cases. We will process		
												all clients who are in our queue, but new cases that arrive will be deferred and allowed to		
												proceed on their current status where applicable. Clients are being counselled to apply		
												online through IRCC for processing of facilitative documentation. This SRT will be updated		
												once our Immigration volumes are decreased and we begin providing service for 'flagpole'		
												cases. **MPC125 17/01/2019 11:02** Flagpoles are now under 2 hour wait time; as of 1100		
				1 1										
				1 1										
17/01/2019 08:23 \$1015602	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no		905-354-6548	no l	no	l _{no}	no	no	hours flagpoles are reopen at the Rainbow Bridge	No.	
17/01/2019 08:23 \$1015602	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	g	905-354-6548	no i	no	no	no	no	hours flagpoles are reopen at the Rainbow Bridge	No	Immigration wait time exceeds 2 hours
17/01/2019 08:23 \$1015602	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	ç	905-354-6548	no i	no	no	no	no	hours flagpoles are reopen at the Rainbow Bridge **AXW012 17/01/2019 15:42** The wait time for service at the Immigration Counter at the	No	Immigration wait time exceeds 2 hours
17/01/2019 08:23 \$1015602	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	S	905-354-6548	no I	no	no	no	no	hours flagpoles are reopen at the Rainbow Bridge **AXW012 17/01/2019 15:42** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for	No	Immigration wait time exceeds 2 hours
17/01/2019 08:23 \$1015602	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	ç	005-354-6548	no i	no	no	no	no	hours flagpoles are reopen at the Rainbow Bridge **AXW012 17/01/2019 15:42** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 1 landings, 1 visitor records and 1 study permit. All matters are of a flagpole	No	Immigration wait time exceeds 2 hours
17/01/2019 08:23 \$1015602	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	ç	905-354-6548	no i	no	no	no	no	hours flagpoles are reopen at the Rainbow Bridge **AXW012 17/01/2019 15:42** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 1 landings, 1 visitor records and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with	No	Immigration wait time exceeds 2 hours
17/01/2019 08:23 51015602	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	Ę	905-354-6548	no I	no	no	no	no	hours flagpoles are reopen at the Rainbow Bridge **AXW012 17/01/2019 15:42** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 1 landings, 1 visitor records and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the	No	Immigration wait time exceeds 2 hours
17/01/2019 08:23 \$1015602	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	Ş	905-354-6548	no I	no	no	no	no	hours flagpoles are reopen at the Rainbow Bridge **AXW012 17/01/2019 15:42** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 1 landings, 1 visitor records and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling	No	Immigration wait time exceeds 2 hours
17/01/2019 08:23 \$1015602	1 Southern Ontario	Niagara District	Rainbow Bridge	MPC125 no	Ç	005-354-6548	no I	no	no	no	no	hours flagpoles are reopen at the Rainbow Bridge **AXW012 17/01/2019 15:42** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 1 landings, 1 visitor records and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but	No	Immigration wait time exceeds 2 hours
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17/01/2019 15:39 S1015609 22/01/2019 08:20 S1015678	1 Southern Ontario 1 Southern Ontario	Niagara District Niagara District	Rainbow Bridge	AXW012 no	ç	905-354-6754 905-354-6754	no I	no	no	no	no	**AXW012 17/01/2019 15:42** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 1 landings, 1 visitor records and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 17/01/2019 20:46** Immigration weight time is now under two hours, and the processing of flagpole clients has resumed. This closes the SRT. **WPM000 22/01/2019 08:21** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for work permits, 3 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration Counter at the Rainbow Bridge has exceeded two hours.	No No	Immigration wait time has exceeded two hours at Rainbow Bridge.
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														TPF120 23/01/2019 12:10 The wait time for service at the Immigration Counter at the		Immigration Service Time exceeds two hours
														Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for		
														work permits, 1 landings, 1 study permits, and 2 refugees underway. We currently have		
														limited resources available to process the facilitation documents. Immigration cases are		
														being dealt with using a risk-based triage system with attention being paid to high risk		
														cases/enforcement matters, while continuing to process the facilitation stream.		
														Management is actively engaged in monitoring the wait time, counselling clients, and		
														assigning priority to cases. We will process all clients who are in our queue, but new cases		
														that arrive will be deferred and allowed to proceed on their current status where applicable.		
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														documentation. This SRT will be updated once our Immigration volumes are decreased and		
														we begin providing service for 'flagpole' cases. **TPF120 23/01/2019 14:22** Immigration		
														weight time is now under two hours, and the processing of flagpole clients has resumed.		
23/01/2019 12:05	S1015703	1 Southern Ontario	Niagara District	Rainbow Bridge	TPF120	no	90	5-354-6754	no	no	no	no	no	This closes the SRT.	No	
														AXW012 24/01/2019 11:44 The wait time for service at the Immigration Counter at the		Immigration wait time exceeds 2 hours
														Rainbow Bridge has exceeded two hours. The workload presently consists of 11 requests for		
														work permits and 6 landings. All matters are of a flagpole nature. Immigration cases are		
														being dealt with using a risk-based triage system with attention being paid to high risk		
														cases/enforcement matters, while continuing to process the facilitation stream.		
														Management is actively engaged in monitoring the wait time, counselling clients, and		
														assigning priority to cases. We will process all clients who are in our queue, but new cases		
														that arrive will be deferred and allowed to proceed on their current status where applicable.		
														Clients are being counselled to apply online through IRCC for processing of facilitative		
														documentation. This SRT will be updated once our Immigration volumes are decreased and	1	
														we begin providing service for 'flagpole' cases. **BJR000 24/01/2019 16:12** Immigration	1	
														wait time is now under 2 hours. We have resumed accepting flagpole applications. Please	1	
24/01/2019 11:42	S1015719	1 Southern Ontario	Niagara District	Rainbow Bridge	AXW012	no	90	5-354-6754	no	no	no	no	no	consider this SRT now closed.	No	